

**OPTICIANS OF MANITOBA**  
**ANNUAL REPORT OF COUNCIL OCT 2017**  
**PRESIDENT'S REPORT**

Even in the 5 months since our last AGM, the council has been hard at work.

We are reaching the conclusion of our major project of updating our Standards of Practice to reflect the updated *National Competencies for Canadian Opticians*. It has taken thousands of hours of volunteer time to complete. The Standards are now called Practice Directives. They have been fleshed out to provide clearer direction and are referenced to the new competencies. The Practice Directives were posted March 9, 2017 and will be available for comment until April 10, 2017. If you have not already looked at these, please make sure to read through them over the next few days before the deadline which is one week from the Monday after this meeting. This is 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.

Again, I would like to thank the original Opticians (Laura Humphreys, Jess Gonzales, Fernando Szpigiel and myself) 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. We are still working on this.

We are due to update our 2015-2018 strategic plan. This meeting will likely take place in May this year.

A national ID project for Opticians was developed, along with protocol that will allow information on Opticians who are transferring to another province to be transferred seamlessly to the receiving province's database. All registrants were asked on this year's license renewal form if they wished to be included in this internal database. Very few registrants said yes and we think this is because they believe that their information would be accessible on the internet. This is not the case. This information can only be accessed by optician regulators in Canada.

It makes information transfer between provinces much easier. If you would be willing to agree to this, please let us know as soon as possible. You can agree on your 2018 license renewal application, or let us know today by checking beside your name on the sign in/out sheet.

Senada Hajdarevic and Krista Bergson will continue to be joint coordinators for the Teddy Bear Picnic and I am transitioning into more of a supportive role.

Krista has also taken the lead on the OOM Newsletter and has impressively managed to send out a newsletter every month. In addition, she has been voted in as our new Vice-President.

I was so excited at the last AGM that we had been able to recruit a public member to act as our Treasurer. Unfortunately this was short lived as she changed jobs. This move left her unable to attend meetings, so she had to step down from Council. Luckily, we were able to recruit and appoint Sandy Blackburn as a public member late last year.

I would like to welcome our newest member Tara Leger, who has volunteered to serve on the Communications/Outreach Committee and the Finance and Audit Committee (hopefully to become Treasurer).

I would like to take this opportunity to again thank all our Council members for all the important work that they have accomplished even in this short 5 months from the last AGM.

During the transfer of our data last year from the OAC data base to our new OOM data base and the upgrade of the OOM data base, some of the information did not transfer correctly. The date of initial licensing for some opticians defaulted to 2013.

I have a favour to ask of all of you. Please click on the side bar on the OOM website that says "Find an Optician", then select "Optician Search". Fill in your name in the search screen. When your name appears below the search screen click on your underlined name. A new screen will then appear and you will see 3 tabs appear above the screen. Clicking on the tab "License Details" (right side) will take you to a screen with a field "Initial License". Please make sure your initial license date is correct. If it is incorrect, please let Sheila know. You can either phone, or email to give her the correct date and any other contact information that needs to be changed.

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, continues to assume more responsibility in financial and website duties.

We have completed our 2016/17 review under the Fair Registration Practices in Regulated Professions Act by the Office of the Manitoba Fairness Commissioner. Our action plan and their report on our level of compliance will be available both on the OOM website and on the website for the Office of the Manitoba Fairness Commissioner in April of this year. We received a very positive report.

Finally, I want to remind everyone to keep their email addresses updated with the OOM office. Most of our communication with our registrants is done via email. If you don't receive an important communication, it is not a valid excuse to say that you did not receive it, if you failed to inform us of your new email address. Even if you still have an email address but never look at it, make sure to give us the email address that you look at regularly, as often information we send you is time sensitive.

In addition, make sure you read your emails from the OOM. You are responsible for knowing their content.

### **REGISTRATION REPORT- CHAIR HEATHER POWER**

As of March, 2017 we have:

- Inactive members 7
  - Active members
    - Licensed Opticians – 153
    - Contact Lens Licensed Opticians – 113
- Total of 273
- 2 life members
  - Students for 2016/2017
    - Eyeglasses – 38
    - Contact Lenses – 6 (included in Licensed Opticians)
    - Sight Testing - 0

We currently have two candidates that have applied for PLAR since the last report.

This year, we will 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. We continue to see improvement, which is encouraging.

Our current MOC cycle runs September 1, 2015 – August 31, 2018.

We will be co-ordinating the passport picture and criminal record check renewal requirements to coincide with the MOC cycle (in 2018 for the 2019 license year). This will make it easier for registrants to remember when they need to be redone.

Orientations for newly Licensed Opticians were held Nov 23 and Dec 4, 2016 and were well received. We do not have any more scheduled yet. We are still in the process of developing an ethics/jurisprudence module in co-operation with 6 other regulatory organizations who are

members of the Manitoba Alliance of Health Regulatory Colleges. After the module is completed, it will eventually be mandatory for all of our registrants.

### **LEGISLATION REPRESENTATIVE REPORT- HEATHER POWER**

We have completed our review under the Fair Registration Practices in Regulated Professions Act. Our action plan and level of compliance will be available both on our website and on the website for the Office of the Manitoba Fairness Commissioner in April this year.

There has been no change in the status of the Regulated Health Professions Act since our last AGM, although we plan to start working on some documents for submission to Manitoba Health in the fall of 2017.

Both our work nationally with NACOR and our work provincially with the Manitoba Alliance of Health Regulatory Colleges (MAHRC) has helped to formulate the best pathway for our work for both Acts mentioned above.

The Optometrists and Opticians are still trying to set up another in-person meeting with the Manitoba Health Minister and Manitoba Health. We submitted a new definition for contact lenses to the Legislative Unit of Manitoba Health as part of a larger amendment package sent from the Manitoba Alliance of Health Regulatory Colleges.

### **NACOR REPORT- HEATHER POWER**

There are two meetings of the National Association of Canadian Optician Regulators (NACOR) held per year. Our first meeting in 2017 will be held in Kelowna April 21 and 22, and the second will be in Calgary in November. I am the voting NACOR representative for Manitoba, and Jess Gonzales has been my back-up. Carol Ellerbeck also attends as Registrar. Since we have not had any meetings since the last AGM, there is nothing to report. In an effort to reduce costs to the OOM, we will only be sending 3 representatives to meetings that are held at major airline hubs. All other meetings will be attended by only 2 representatives.

### **COMMUNITY OUTREACH COMMITTEE REPORT - HEATHER POWER**

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

We have started work on the 31<sup>st</sup> annual Teddy Bear Picnic to be held May 28, 2017, which will be our 9<sup>th</sup> year working the "Bear Eye Care Tent", (8<sup>th</sup> year sharing with the Optometrists). This is a very popular, fun, and an educational event in support of the Children's Hospital Foundation.

We make custom designed pipe cleaner glasses for all the furry stuffed companions that attend, after they have their "eye exam" done by an Optometrist volunteer. Furry friends can be



I wish to thank the members of the Complaints Resolution Committee, Nada Lefko, Lillian Allan, Shervin Shahidian, Senada Hajdarevic, Susan Tkachuk and Krista Bergson who so freely give of their time and expertise to the work required to resolve complaints.

**Complaints closed in 2016**

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**Investigations:** There one investigation which is ongoing is due to a complaint initiated in 2015 related to professional conduct. The investigation was completed in 2016, the findings were shared with our legal counsel and the matter is now in the process of being settled with the optician by our legal counsel.