

Revised Strategic Plan Goals (2019-2021):

1. Develop new and existing resources and programs for Licensed Opticians to improve patient safety

We will achieve this by:

- a. Continuing to implement and evaluate a new competency-based quality assurance program
- b. Implementing a plan to honour our commitment to Indigenous Cultural Safety and Humility
- c. Creating a patient relations program to ensure Licensed Opticians develop and maintain professional boundaries
- d. Ensuring we maintain relevant and current Standards of Practice

2. Continue to incorporate evolving regulatory practices to meet public expectations

We will achieve this by:

- a. Committing to the principle of right-touch regulation
- b. Continuing to integrate relational regulation culture
- c. Using risk-based analysis to strengthen processes
- d. Ensuring the complaints process is transparent, accessible, and timely

3. Cultivate and develop relationships with stakeholders to improve regulation

We will achieve this by:

- a. Educating and involving the public and patients in our work
- b. Developing common working practices with Optometry and Ophthalmology
- c. Working collaboratively with key organizations
- d. Engaging with Licensed Opticians to implement fair and ethical processes to ensure accountability

4. Support our mandate through the practice of good governance

We will achieve this by:

- a. Completing an annual review and update of all programs, policies, and processes
- b. Investing in development of Board, Committee, and staff member skills
- c. Recruiting Board and Committee members based on a competency profile
- d. Conducting annual Board, Committee, and staff self-evaluations