

# ARIZONA STATE BOARD OF DISPENSING OPTICIANS

## FIVE-YEAR STRATEGIC PLAN

10/03/2022

### Mission:

To protect the visual health of the citizens of Arizona by regulating and maintaining standard of practice in the field of opticianry.

To this end, the Board regulates the opticianry profession through administering examinations, issuing licenses to qualified opticians and optical establishments, proposing legislation, enacting rules and regulations, and investigating complaints brought to the Board against licensed opticians and optical establishments

### Description:

The Board of Dispensing Opticians examines and licenses professionals to practice in the field of opticianry and licenses optical establishments. This Board is distinguished from the Board of Optometry, which regulates optometrists, whereas dispensing opticians fill orders for and fit persons with corrective eyewear. The Board of Dispensing Opticians accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints.

### Goals and Objectives:

**Goal #1: To ensure high standards of professional and ethical conduct in the field of opticianry through efficient processing of examinations and establishment and optician license applications.**

Objective #1: By December 2022, the Board will review National Organizations' Practical Examinations. The Board will bring any recommendations for a full Board vote.

Objective #2: By December 2022, the Board will meet with other states who are utilizing the National Practical Examinations and verify results.

Objective #3: Update database to allow for on-line application and renewal.

The Board has resources available to accomplish objective #1 and anticipates progress on objective #2 with the conclusion of the public health emergency. Objective #3 has been funded for initialization, maintenance, and ongoing costs and will be subject to ongoing evaluation. The Board will monitor available resources in the Dispensing Opticians Fund to assess and accommodate these goals and objectives.

**Goal #2: To investigate and adjudicate consumer and Board initiated complaints in accordance with statutes and rules in order to protect the public from incompetent services and unprofessional and unethical conduct.**

Objective #1: By the end of Fiscal Year 2023, the Executive Director will increase the number of optical establishments visited and inspected.

Objective #2: By the end of Fiscal Year 2023, the Board will actively recruit more retired licensed opticians to serve as investigators.

Existing funds will be used to initiate action to accomplish these objectives and goals.

**Goal #3: To better protect the public through the administration of the continuing education requirement in order to upgrade the profession of opticianry in accordance with the Board's mandate.**

Objective #1: By the end of Fiscal Year 2023, the Board will finish implementing a Rules package.

The Board plans to coordinate with the Governor's Office and GRRRC to amend or repeal certain rules to allow it more flexibility in accepting applications through its database system. Existing funds will be used to initiate action to accomplish this objective and goal.

**Goal #4: To maintain consistency in opticianry licensure and regulation with other states through membership in governmental and industry associations (FARB, CLEAR, AADO, OAA, NCSORB and ABO) and to interact with the optical industry on a statewide basis.**

Objective #1: At least one Board member or the Executive Director will attend no less than one governmental or industry related seminar each fiscal year.

Objective #2: Development of an annual newsletter and mailing list containing an update on changes in regulation, etc., to be mass mailed to licensees and other members of the ophthalmic industry within Arizona and in other states.

The Board will monitor available resources in the Dispensing Opticians Fund to assess and accommodate these goals and objectives.