



# Standard 1: Client Centred Practice

## Applies to Opticianry

The College of Health and Care Professionals of BC was created on June 28, 2024 through the amalgamation of seven health regulatory colleges:

- College of Dietitians of British Columbia
- College of Occupational Therapists of British Columbia
- College of Optometrists of British Columbia
- College of Opticians of British Columbia
- College of Physical Therapists of British Columbia
- College of Psychologists of British Columbia
- College of Speech and Hearing Health Professionals of British Columbia

All current requirements for standards of clinical and ethical practice issued by the seven colleges remain in place upon amalgamation.

This document was created by the College of Opticians of British Columbia and will be updated to reflect the amalgamation.

# Standard 1: Client-Centred Practice

## Description

The optician ensures that every aspect of service delivery is centred around the client's immediate and ongoing visual needs.

## Expected Outcome

The client can expect that their input will be acknowledged, valued, and integrated into all aspects of service delivery. They can expect professional integrity from their optician.

## Criteria

- 1.1 Ensure that services or products are recommended to the client based specifically on their visual needs, lifestyle, and budget.
- 1.2 Collect subjective and objective information to facilitate immediate and ongoing care.
- 1.3 Consider the relative importance or urgency of client concerns when developing a recommendation, service plan, and/or referral.
- 1.4 Educate the client about the recommended service or product, then collaborate with them to develop a service plan.
- 1.5 Ensure the client understands the scope of services provided or recommended—as well as the cost of those services—before asking for their consent.
- 1.6 Obtain the client's informed consent for the initiation and continuation of all services.
- 1.7 Produce a client record that lists the services provided and any follow-up inquiries in a clear manner.
- 1.8 Take responsibility for inspecting all products and determining their appropriateness for the client.
- 1.9 Provide the client with verbal, written, and/or electronic instructions for follow-up.
- 1.10 Advise the client of when their fit, visual acuity, and vision health should be next evaluated.
- 1.11 Update the client record with all applicable follow-up information.
- 1.12 Be reasonably available to the client or take other steps to ensure continuity of care.
- 1.13 Engage in self-reflective and anti-racist practice that encourages safe, trauma-informed vision care access for all clients, including Indigenous peoples (First Nations, Métis, and Inuit), who are disproportionately subjected to prejudice, bias, discrimination, and racism when seeking health care services.

## Related Standards of Practice

- Standard 3: Collaborative Care
- Standard 4: Cultural Safety, Cultural Humility, and Anti-Racism
- Standard 5: Competence
- Standard 6: Professionalism
- Standard 14: Record Keeping and Billing
- Standard 15: Communication and Marketing