



**COLLEGE OF OPTICIANS  
OF ALBERTA**

**COMPLAINT DECISION BRIEFING**

COM-2019-006

July 27, 2021

**Regarding: Wong, Emma, License #693**

The College of Opticians of Alberta (the College), acting on a complaint, investigated the conduct of regulated member, Emma Wong, and found evidence of unprofessional conduct. To minimize costs and expediate the discipline process, the College sought to resolve the complaint outside of a hearing under Section 55(2)(a.1) of the Health Professions Act (HPA) with the consent of the Complainant and the Investigated Person. Both parties agreed to a facilitated resolution, the outcomes of which are outlined below.

As part of the Facilitated Resolution Agreement and Undertaking, Ms. Wong admits to failing to comply with the College's documentation standards including failing to properly and consistently record the prescriber's name, the date last seen by the prescriber, and/or frame and lens specifications. As per the terms of the Facilitated Resolution Agreement and Undertaking, Ms. Wong agrees to comply with the College's Standards of Practice, including without limitation Standard 4: Record Keeping at all times.

She also undertakes to instruct and ensure that all individuals working at her optical practice who are not regulated members of the College comply with the College's Standards of Practice, including without limitation Standard 4: Record Keeping at all times. If Ms. Wong fails to comply with the terms of the Facilitated Resolution Agreement and Undertaking, the Complaints Director may treat the non-compliance as the basis for a new complaint pursuant to Section 56 of the HPA and act on the new complaint pursuant to Section 55.