



**COLLEGE OF OPTICIANS
OF ALBERTA**

COMPLAINT DECISION BRIEFING

COM-2021-007

June 26, 2022

Regarding: Neefs, Randy, License #210

The College of Opticians of Alberta (the College), acting on a complaint, investigated the conduct of regulated member, Randy Neefs, 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, Mr. Neefs admits to failing to comply with the with the College's Standards of Practice including failing to maintain full and accurate patient records and sufficiently inform a patient of the limitations of a sight test/refraction. As per the terms of the Facilitated Resolution Agreement and Undertaking, Mr. Neefs agrees to review the Standards of Practice, in particular record keeping, refracting, professionalism, and restricted activity standards.

If Mr. Neefs 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.