

**Department of Professional and Occupational Regulation
9960 Mayland Drive
2nd Floor-Board Room 2
Richmond, Virginia 23233**

**BOARD FOR HEARING AID SPECIALISTS AND OPTICIANS
TENTATIVE AGENDA
Wednesday, May 6, 2026, 9:30 a.m.**

Mission: Our mission is to protect the health, safety and welfare of the public by licensing qualified individuals and businesses enforcing standards of professional conduct for professions and occupations as designated by statute.

- I. CALL TO ORDER**
 - a. Determination of Quorum
 - b. Emergency Evacuation Procedures
- II. INTRODUCTION OF NEW BOARD MEMBER**
- III. APPROVAL OF AGENDA**

Board for Hearing Aid Specialists and Opticians Meeting
Agenda, May 6, 2026
- IV. APPROVAL OF MINUTES**

Board for Hearing Aid Specialists and Opticians Minutes
from March 4, 2026
- V. RESOLUTION**

Stacey Brayboy
- VI. PUBLIC COMMENT PERIOD***
- VII. REPORTS**
 - a. Licensing Statistics

- b. Examination Statistics
- c. Regulatory Report
- d. Executive Director Report

VIII. REGULATORY ACTION AND BOARD GUIDANCE

- a. Hearing Aid Specialists Training and Work Permits

IX. BOARD MEMBER PROFESSIONAL DEVELOPMENT

X. LEGISLATIVE UPDATE

XI. REMINDERS

- a. Next Board Meeting, August 12, 2026
- b. Complete Conflict of Interest Form and Travel Voucher

XII. ADJOURNMENT

- ❖ Agenda materials made available to the public do not include disciplinary case files or application files pursuant to §54.1-108 of the Code of Virginia.
- ❖ Five minute public comment, per person, with the exception of any open disciplinary or application file
- ❖ Persons desiring to participate in the meeting and requiring special accommodations or interpretative services should contact the Department at (804) 367-8590 at least ten days prior to the meeting so that suitable arrangements can be made for an appropriate accommodation. The Department fully complies with the Americans with Disabilities Act

2026 MEETING DATES:

August 12, 2026
October 28, 2026

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PERIMETER CENTER CONFERENCE CENTER EMERGENCY EVACUATION OF BOARD AND TRAINING ROOMS

(Script to be read at the beginning of each meeting.)

PLEASE LISTEN TO THE FOLLOWING INSTRUCTIONS ABOUT EXITING

In the event of a fire or other emergency requiring the evacuation of the building, alarms will sound. When the alarms sound, leave the room immediately. Follow any instructions given by Security staff

Board Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Room 2

Exit the room using one of the doors at the back of the room. (Point) Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

You may also exit the room using the side door, turn **RIGHT** out the door and make an immediate **LEFT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Rooms 3 and 4

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Training Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **LEFT**. Follow the corridor to the emergency exit at the end of the

**PERIMETER CENTER CONFERENCE CENTER EMERGENCY EVACUATION OF
BOARD AND TRAINING ROOMS**

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Training Room 2

Exit the room using one of the doors at the back of the room. Upon exiting the doors, turn **LEFT**. Follow the corridor to the emergency exit at the end of the hall.

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**BOARD FOR HEARING AID SPECIALISTS AND OPTICIANS
MINUTES OF MEETING**

The Board for Hearing Aid Specialists and Opticians met on Wednesday, March 4, 2026, at the Offices of the Department of Professional and Occupational Regulation, Perimeter Center, Board Room 4, 2nd Floor, 9960 Mayland Drive, Richmond, Virginia 23233.

Board members present for the meeting:

Debra Ogilvie, AuD, Vice Chair
Judith Canty
LeighAnna Morris, AuD
Kenneth Kirk, Ph.D
Holly Law
Jacqueline Kowal
Desire'e Lewis-Nelson
Jennifer Mundorff, AuD

Board members not present for the meeting:

Darla All, Chair
Nikisha Richards, MD
Maureen Sadak
Francis Lunsford
Michael Armstrong, MD
Fitim Xhemali
Jeffrey Grappone

DPOR staff present for all, or part of the meeting included:

Laura McClintock, Director
Stephen Kirschner, Director Licensing and Regulatory Programs
Ashley Reed, Executive Director
Tamika Rodriguez, Regulatory Operations Administrator
Wendy Duncan, Licensing Operations Administrator
Heather Garnett, Administrative Coordinator
Joseph Haughwout, Regulation Affairs Manager

A representative from the Office of the Attorney General was present at the meeting.

A Board for Professional and Occupational Regulation liaison was not present at the meeting.

Dr. Ogilvie, board vice chair, determined a quorum present and called **CALL TO ORDER** the meeting to order at 9:30 a.m.

Dr. Ogilvie read the mission statement of the Department of Professional & Occupational Regulations and announced several meeting reminders.

Ashley Reed, Executive Director, explained the emergency egress procedure for board room 4.

**EMERGENCY
EGRESS**

Mr. Kirschner introduced the new agency director and the new board executive director.

**INTRODUCTION OF
DPOR DIRECTOR
AND BOARD
EXECUTIVE
DIRECTOR**

The Board took the agenda into consideration.

**APPROVAL OF
AGENDA**

Ms. Canty motioned to approve the agenda, seconded by Dr. Morris.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

The Board took the minutes from the Board meeting on October 29, 2025, under consideration.

**APPROVAL OF
MINUTES AS A
BLOCK**

Dr. Mundorff motioned to approve the minutes, seconded by Ms. Law.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

There were no public comments.

PUBLIC COMMENT

CASES

Licensing

In the matter of File Number **2025-02656, Thomas Arthur Casey**, board members reviewed the record of the Informal Fact-Finding Conference, which consisted of the informal fact-finding conference summary, transcript, and exhibits.

**File Number 2025-
02656, Thomas Arthur
Casey**

Thomas Casey did appear at the meeting in person. Mr. Casey did not address the Board.

Ms. Canty motioned to accept the recommendation and approve Thomas Casey's reinstatement application for hearing aid specialist's license, seconded by Dr. Morris.

There was no Board discussion.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

REPORTS

Ms. Garnett presented the licensing statistics that were provided in the electronic agenda.

Licensing Statistics

Ms. Duncan presented the examination statistics that were provided in the electronic agenda.

Examination Statistics

Ms. Rodriguez presented the current regulatory actions that were provided in the electronic agenda.

Regulatory Report

Ms. Reed presented the executive directors' report, which was provided in the electronic agenda.

Executive Director Report

REGULATORY ACTION AND BOARD GUIDANCE

Ms. Reed informed the Board that Community College Workforce Alliance (CCWA) has discontinued offering the board-approved review course used to measure competency for opticians seeking reinstatement in accordance with 18 VAC 80-30-110.B. Ms. Reed suggested removing the review course and mirroring the Hearing Aid Specialist regulations concerning reinstatement, combining 18 VAC 80-30-110.B and C, and removing courses in 18 VAC 80-30-180.

Board-approved Review Course

Ms. Canty motioned to adopt the proposed changes to 18 VAC 80-30-110 and 18 VAC 80-30-180 as presented and authorize staff to begin a fast-track regulatory action, seconded by Ms. Lewis-Nelson.

There was no Board discussion.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

Ms. Reed requested a revision to 18 VAC 80-20-90.A Hearing Aid Specialist license renewal expires two years from the last day of the month in which the license was issued. This revision preserves the two-year renewal period while allowing DPOR to issue renewal notices monthly, consistent with agency practices in other regulated professions.

**Hearing Aid Specialist
Renewal
Requirements**

Dr. Morris motioned to adopt the proposed changes to 18 VAC 80-20-90.A as presented and authorized staff to initiate a fast-track regulatory action, seconded by Ms. Canty.

There was no Board discussion.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

Mr. Houghwout informed the Board that notice requirements for license renewal in both Hearing Aid Specialists and Opticians were incorporated into the General Review. The board can withdraw the renewal notification amendment regulatory action.

**Renewal Notifications
Amendment**

Ms. Canty motioned to withdraw the renewal notifications amendment regulatory action, seconded by Ms. Lewis-Nelson.

There was no Board discussion.

The members voting 'Aye' were Dr. Ogilvie, Ms. Canty, Dr. Morris, Dr. Kirk, Ms. Law, Ms. Kowal, Ms. Lewis-Nelson, and Dr. Mundorff.

There were no negative votes. The motion carries.

NEW BUSINESS

Mr. Kirschner informed the Board that the Virginia Department of Veterans Services (DVS) requested a partnership to advance the implementation of Virginia Code § 54.1-118. The Agency will continue discussions with DVS, creating internal processes to ensure substantially equivalent military training, education, and experience for the Military Occupational Specialties (MOS) that align with the professions.

**QUALIFICATIONS
FOR LICENSURE-
MILITARY
TRAINING AND
EDUCATION**

Materials obtained in this agenda are proposed topics for discussion and do not constitute a commitment to be continued in regulation or official Board position.

Mr. Kirschner presented an overview of the Freedom of Information Act (FOIA).

**BOARD MEMBER
PROFESSIONAL
DEVELOPMENT**

Dr. Ogilvie reminded the Board of the next scheduled Board meeting on May 6, 2026.

REMINDERS

Next Schedule Board Meeting

There being no further business, the meeting adjourned at 10:33 a.m.

Adjourn

Darla All, Board Chair

Laura McClintock, Board Secretary

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Hearing Aid Specialists and Opticians BOARD STATISTICS

Licenses and Temporary Permits Issued	1-1-2025 To 12-31-2025	1-1-2026 to 4-1-2026
Hearing Aid Specialist by Exam	43	5
Hearing Aid Specialist Doctor of Audiology Exam Waived	29	4
Hearing Aid Specialist by Endorsement	8	0
Hearing Aid Specialist Temporary Permits	49	17
Optician by Exam	22	3
Optician by Endorsement	16	5
CLE by Exam	0	0
CLE by Endorsement	1	0
Optician License App Criminal History Review (Pass Matrix)	0	0
Regulant Populations	12-31-2025	4-1-2026
Hearing Aid Specialist Temporary Permits	45	55
Hearing Aid Specialists	848	86 1
Opticians	1,699	1,7 00

**HEARING AID SPECIALISTS
GENERAL EXAM STATISTICS REPORT – PRACTICAL**

EXAM DATE – NOVEMBER 2025

EXAM TAKEN – 14
TOTAL EXAMS PASSED – 04
PERCENT PASSED- 28.52%

FIRST TIME CANDIDATES

EXAMS TAKEN – 07
EXAMS PASSED – 00
PERCENT PASSED – 00.00%

RE-EXAM CANDIDATES

EXAMS TAKEN – 07
EXAMS PASSED – 04
PERCENT PASSED – 57.14%

TOTAL EXAMINEES SCHEDULED – 14

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CONTENT DESCRIPTION	EXAMS TAKEN	EXAMS PASSED	EXAMS PASSED
AUDIOMETRIC	12	05	41.66%
MAINTENANCE AND REPAIR	08	05	62.50%
SPEECH TESTING	09	06	66.66%
EARMOLD IMPRESSIONS	08	07	87.50%

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**HEARING AID SPECIALISTS
GENERAL EXAM STATISTICS REPORT – WRITTEN**

EXAM DATE – NOVEMBER 1, 2025, THROUGH DECEMBER 31, 2025

CONTENT DESCRIPTION	EXAMS TAKEN	EXAMS PASSED	PERCENT PASSED
RULES & REGULATIONS	14	14	100.00%
ILE -THEORY	14	05	35.71%

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OPTICIANS STATISTICS REPORT

COMPUTER BASE TESTING (CBT)

EXAM DATE WRITTEN- ABO	TOTAL EXAMS TAKEN	TOTAL EXAMS PASSED	TOTAL PERCENTAGE PASSED
JANUARY 2024	06	04	67.66%
FEBRUARY 2024	05	05	100.00%
MARCH 2024	05	04	80.00%
APRIL 2024	03	03	100.00%
MAY 2024	05	04	80.00%
JUNE 2024	06	05	83.33%
JULY 2024	00	00	00.00%
AUGUST 2024	03	03	100.00%
SEPTEMBER 2024	05	05	100.00%
OCTOBER 2024	05	03	60.00%
NOVEMBER 2024	02	02	100.00%
DECEMBER 2024	05	02	40.00%
WRITTEN TOTAL 2024	50	40	80.00%
PRACTICAL			
JANUARY 2024	11	06	54.54%
FEBRUARY 2024	02	01	50.00%
MARCH 2024	04	02	50.00%
APRIL 2024	02	00	00.00%

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MAY 2024	06	04	66.66%
JUNE 2024	09	05	255.55%
JULY 2024	03	02	66.66%
AUGUST 2024	04	04	100.00%
SEPTEMBER 2024	08	05	62.50%
OCTOBER 2024	04	03	75.00%
NOVEMBER 2024	02	02	100.00%
DECEMBER 2024	02	02	100.00%
PRACTICAL TOTAL 2024	57	36	63.16%

EXAMS
 March 24, 2025
 RSTARR

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OPTICIANS STATISTICS REPORT

COMPUTER BASE TESTING (CBT)

EXAM DATE WRITTEN- ABO	TOTAL EXAMS TAKEN	TOTAL EXAMS PASSED	TOTAL PERCENTAGE PASSED
JANUARY 2025	03	03	100.00%
FEBRUARY 2025	01	01	100.00%
MARCH 2025	03	03	100.00%
APRIL 2025	00	00	00.00%
MAY 2025	05	03	60.00%
JUNE 2025	08	06	75.00%
JULY 2025	02	01	50.00%
AUGUST 2025	07	06	85.71%
SEPTEMBER 2025	04	02	50.00%
OCTOBER 2025	08	03	37.50%
NOVEMBER 2025	05	05	100.00%
DECEMBER 2025	03	03	100.00%
WRITTEN TOTAL 2025	49	36	73.46%
PRACTICAL			
JANUARY 2025	04	03	75.00%
FEBRUARY 2025	04	04	100.00%
MARCH 2025	04	01	25.00%
APRIL 2025	06	04	66.66%

MAY 2025	03	03	100.00%
JUNE 2025	10	03	30.00%
JULY 2025	02	01	50.00%
AUGUST 2025	07	03	42.85%
SEPTEMBER 2025	05	03	60.00%
OCTOBER 2025	10	05	50.00%
NOVEMBER 2025	02	00	00.00%
DECEMBER 2025	10	06	60.00%
PRACTICAL TOTAL 2025	37	36	97.29%

EXAMS
January 29, 2026
RSTARR

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OPTICIANS STATISTICS REPORT
COMPUTER BASE TESTING (CBT)

EXAM DATE WRITTEN- ABO	TOTAL EXAMS TAKEN	TOTAL EXAMS PASSED	TOTAL PERCENTAGE PASSED
JANUARY 2026	01	01	100.00%
FEBRUARY 2026	04	02	50.00%
MARCH 2026	06	04	66.66%
APRIL 2026			
MAY 2026			
JUNE 2026			
JULY 2026			
AUGUST 2026			
SEPTEMBER 2026			
OCTOBER 2026			
NOVEMBER 2026			
DECEMBER 2026			
WRITTEN TOTAL 2026			
PRACTICAL			
JANUARY 2026	06	04	66.66%
FEBRUARY 2026	03	02	66.66%
MARCH 2026	09	04	44.44%
APRIL 2026			

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MAY 2026			
JUNE 2026			
JULY 2026			
AUGUST 2026			
SEPTEMBER 2026			
OCTOBER 2026			
NOVEMBER 2026			
DECEMBER 2026			
PRACTICAL TOTAL 2026			

EXAMS
April 3, 2026
RSTARR

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**Board for Hearing Aid Specialists
and Opticians Current Regulatory
Actions
as of May 6, 2026**

In the Governor's Office:

None

**In the Secretary's Office: Proposed stage not approved by the
Secretary of Labor**

VAC	Stage	Subject Matter	Date Pended	Notes
18 VAC 80-30	NOIRA to Proposed Stage.	Opticians Fee Increase	7/16/24	Amend the Opticians regulations to adjust the application, renewal, late renewal, and reinstatement fees for optician licenses.

At the Department of Planning and Budget (DPB)/OAG

None

Public Comment:

None

Completed Public Comment and awaiting next regulatory stage:

None

Approved Regulatory Actions:

None

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In Preparation and Review

VAC	Stage	Subject Matter	Review	Notes
18 VAC 80-30	NOIRA	Opticians	In preparation stage	Amend optician regulations to update reinstatement language and eliminate the requirement for reinstatement course approval.
18 VAC 80-20	NOIRA	Hearing Aid Specialists	In preparation stage	Amend the Hearing Aid Specialists renewal language to expire two years from the last day of the month in which the license was issued.

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TO: Board for Hearing Aid Specialists and Opticians
FROM: Ashley Reed, Executive Director
SUBJECT: Executive Director Update
DATE: April 17, 2026

Application Statistics

The table below outlines the number of applications received per calendar year (Jan. 1 – Dec. 31) since 2020 for HASOPT.

2026 ¹	2025	2024	2023	2022	2021	2020
32	1,100	2,875	1,442	2,706	1,318	2,677

Call Center Telephone Statistics

The table below outlines the number of telephone calls received through BCHOP's call center per fiscal year (July 1 – June 30).

2026 ²	2025	2024	2023 ³	2022	2021	2020
31,629	31,750	19,778	33,894	43,063	36,074	41,837

¹ As of 03/31/26

² As of 3/31/26

³ Missing totals for May 2023 through August 2023

Call Center Summary – 03/01/2026 - 03/31/2026

	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff	Number of Calls	Call Duration
BCHOP	00:00:00	00:00:00	00:00:00	1.21	844	
BCHOP – B	00:00:50	00:01:00	00:02:04	1.21	3479	
SUMMARY	00:00:50	00:01:00	00:02:04	2.42	4323	00:05:31

Call Center Summary – 2/01/2026 - 2/28/2026

	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff	Number of Calls	Call Duration
BCHOP	00:00:00	00:00:00	00:00:00	1.06	912	
BCHOP – B	00:01:03	00:01:14	00:02:34	1.06	3278	
SUMMARY	00:01:03	00:01:14	00:02:34	2.11	4190	00:05:53

Email Statistics

The table below outlines the number of emails received through BCHOP’s email addresses per calendar year (Jan 1 – Dec 31).

2026 ⁴	2025	2024	2023	2022	2021	2020	2019
7,194	26,485	21,319	22,638	28,441	18,164	14,580	11,071

⁴ As of 3/31/26

Board Case Statistics

Since 2020, the Board has adjudicated 9 cases: 2 Disciplinary and 7 Licensing.

Disciplinary

Cases - 2: Final Orders - 1; Consent Orders – 1

2 disciplinary cases resulted in the sanctions below:

Revocations - 1

Suspensions - 0

Probation - 0

Fines - \$33,300

Board cost - \$150

Licensing

Cases – 8

Denied – 0

Conditional approvals – 0

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TO: VIRGINIA BOARD FOR HEARING AID
SPECIALISTS AND OPTICIANS
FROM: ASHLEY REED, EXECUTIVE DIRECTOR
SUBJECT: HEARING AID SPECIALIST REGULATORY REVIEW
DATE: MAY 6, 2026

The General Assembly approved HB 1254 to amend the Hearing Aid Specialists regulations to implement new training and work permit requirements. At the May 6, 2026, meeting, the Board will need to approve a Notice of Intended Regulatory Action (NOIRA) to initiate regulatory changes to the temporary permit, transitioning to a training permit and establishing a work permit. Please note that you will not be voting on these specific changes; rather, you are only voting on whether to start a regulatory action.

The Board can initiate the NOIRA with a motion to “initiate a Notice of Intended Regulatory Action to amend the Hearing Aid Specialists regulations to provide for the issuance of training and work permits.”

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