

the College STANDARD

Spring 2006 • Volume 13 Issue 1



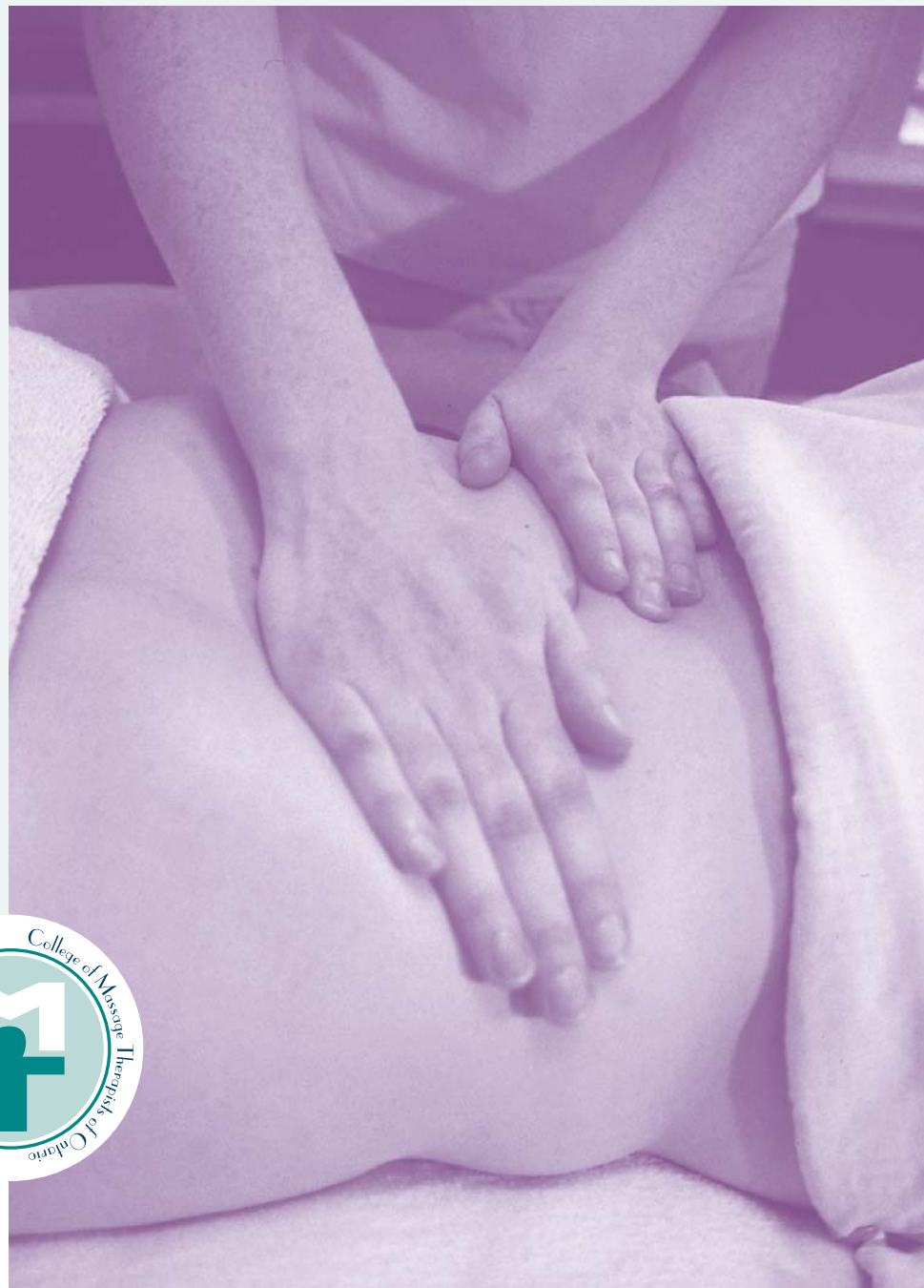
In this Issue

New College Guidelines
on Gift Certificates

College launches
Executive Committee
“Meet and Greet”
for members

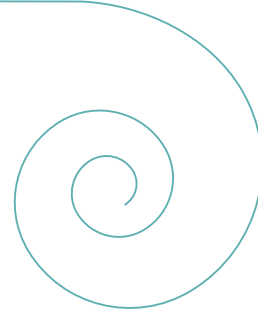
International Massage
Therapy Bridging Program

2005 College Statistics



the College STANDARD

The College of Massage Therapists of Ontario is dedicated to excellence in protecting the public, serving its members, and promoting the highest possible quality of the practice of massage therapy in a safe and ethical manner.



Council

Executive Committee

Rick Overeem, MT, President
District 6, Voice Mail #169

Wendy Hunter, MT, Vice President
District 4, Voice Mail #166

Lynn Beyak, Public Member
Voice mail #162

Council Members

Denise Aumont, MT
District 1, Voice Mail #160

Qodrat Azima, Public Member
Voice Mail #161

Lynn Dobson, Public Member
Voice Mail #163

Ian Dolmage, MT
District 2, Voice Mail #164

Shanna Grabinsky, Public Member
Voice Mail #165

Janice Land, MT
District 3, Voice Mail #167

Jane Mederak, Public Member
Voice Mail #168

Dylan Swan, MT
District 5, Voice Mail #170

Contributors This Issue

Rick Overeem, MT; Deborah Worrad, BA, CAE, Registrar; Corinne Flitton, Deputy Registrar; Marjory Embree, Registration Manager; Shona Hunter, Quality Assurance Manager; Beata Gallay, Examination Manager

The College Standard is published three times per year by the College of Massage Therapists of Ontario to inform its membership about issues related to the profession as well as the activities and decisions of the College.

The Standard also provides information for discussion of related issues and professional practice.

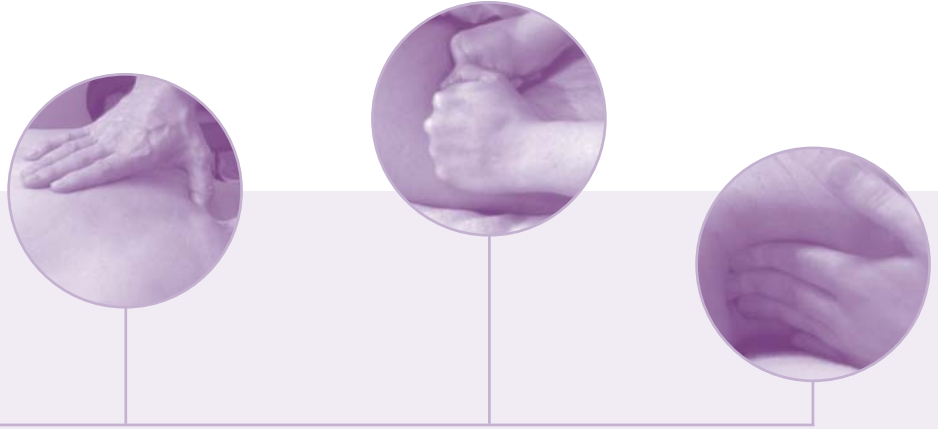
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table
of
CONTENTS



- 4** *From the President*
- 6** *From the Registrar*
- 8** *The Bulletin Board*
- 12** *Employment Opportunities*
- 13** *New College Guidelines on Gift Certificates*
- 14** *CEU Article – International Massage Therapy
Bridging Program*
- 16** *Appeals Policy Amended*
- 18** *Inspiring Professionalism:
The Charter on Professionalism*
- 19** *2005 College Statistics*
- 20** *Calendar of Events*

from the PRESIDENT



Improving two-way communication with members

It is such an honour to be representing Council, the public of Ontario and the members of the College as President. I came to realize a short time ago, that as I move into my fifth year as President, many members still do not know who I am and more specifically, what my role as President of the College really is.

The College Council operates on a policy making governance model and has

been functioning exceptionally well under this model. Problems are solved and important decisions are made, all linked to the College's strategic plan. The College Council established a strategic plan; a plan that has been focused and delineated by four strategic directions. The President's role, along with the Executive Committee and Council members, is to ensure the goals of the strategic plan are met. Successful execution of the plan demands a clear direction, focus and effective implementation of each strategic direction, including a link from long-range strategy to annual planning. Simply put, this means Council sets the direction – the "what." Staff employed by the College implement and carry out the operational tasks of the strategic plan – the "how." The College works very efficiently and effectively under this model.

As President, my intent is to govern well, according to the model and the strategic plan. Based on internal evaluations and process feedback, governing well is something I thought the College did effectively. Then last summer I attended a seminar called "Leadership Teams That Execute Well." The seminar clarified for me that members' perceptions are formed both by information **and** the absence of information. Council and the Executive Committee of the College consider many matters. We try to make information about these matters available to the membership, where we are able to by legislation, but there is room for improvement. Effective leadership bridges the gap between the members, stakeholders and the College. Effective leadership accesses the stream of information coming into the College from its members and stakeholders. Effective leadership also provides a coherent stream





of information back to the members and stakeholders, allowing them to understand not just *what* decisions have been made but *why*. The role of the President is to bridge the boundaries of the College through effective two-way communication, within its mandate.

So in order to enhance communication with its members and stakeholders, the Executive Committee this year has decided to hold travelling Executive Committee meetings rotating around the province in each of the six districts. Just prior to or after their meeting, (Executive Committee meetings are confidential in accordance with legislation) the Executive will host a reception for members to visit, meet and discuss issues with both with Executive and the Registrar of the College. It is my goal to reach as many members as possible throughout the year, to inform members about College governance, to educate and create awareness of the strategic plan, to enhance trust and transparency, and to open the lines of communication to and from the College Executive. Please see page 9 for dates and locations of these meetings, or look in the members section of the College website and mark your calendars to attend!

New Council members

Council has seen the addition of three new professional members since the last College Standard was published. A by-election was held in District 3 late last autumn. I welcome Janice Land, MT to Council. Elections were also held for Districts 5 and 2. I welcome Dylan Swan, MT and Ian Dolmage, MT to Council as well. Dylan has filled a position held vacant since last spring and Ian replaced Alpa Patel in District 2. I wish to thank Alpa for her dedication and hard work as a Council member from 2003 to 2006.

I look forward to receiving your comments and/or feedback and anticipate meeting many of you at our Executive Committee receptions across the province.

Rick Overeem, B.A., MT
President

from the REGISTRAR



The College is frequently engaged in the development of Regulations, Policies, Position Statements and other documents that have a direct bearing on the practice of the members. In order to create materials that appropriately and accurately guide and/or reflect massage therapy practice, the College consults with its members and other stakeholders.

There have been a number of initiatives in the past 24 months that have solicited comments and opinions from the membership. One of the longer term projects has been the revision of the Standards of Practice. By now the first phase of this work is in your hands as you have received the Communication/Public Health and the Technique Standards, along with a new copy of the Code of Ethics.

These revisions to the Standards of Practice are a result of consultation with the membership through focus groups and subject matter experts. The College also solicited comments from the general membership via an article in the College Standard. The College appreciates the responses and the new ideas generated from your comments.



Currently, the Advanced Techniques Standards are being developed through focus groups of members who have extensive experience and training in those techniques. Once the Quality Assurance Committee approves the final drafts, there will be a final round of consultation with members and associations.

Another area of information gathering concerns the Workplace Safety and Insurance Board (WSIB). Many massage therapists responded to this survey and collectively have provided a significant body of data about usage and participation in the WSIB Programs of Care. This will assist Council in determining the College's participation in the development of future Programs of Care. In addition, information was collected on use of third-party insurers which will guide the College in discussions with the insurance industry to obtain statistical information on massage therapy care coverage.

One of the most recent consultations has been on the proposed Regulation amendments to the Registration Regulation and the Advertising Regulation. Judging from the volume of responses, there is a great deal of interest in these. There has been overwhelming support for the proposed changes to the Registration Regulation and strong support for the proposed changes to the Advertising Regulation. Where there is some disagreement with the latter it primarily relates to the issue of specialization.

As noted in the materials distributed with the proposed amendments, the template for the changes was provided by the Ministry of Health and Long-Term Care's (MOHLTC) Policy Guidelines for Drafting Advertising Regulations. The government's Advertising Guidelines specify that *"where a College does not recognize professional specialties (e.g. classes of registration or certification), advertisements should not use a term, title or designation in an advertisement if it indicates or implies the member is a specialist."* Given this directive, the proposed Advertising Regulation amendment circulated to the members complies with this requirement; (3) An advertisement with respect to a member's practice must not contain, (g) any term, title or designation that indicates or implies the member is a specialist in any aspect of massage therapy.

Many of the members' responses indicated that they objected to this section. Given the government directive, the College must follow their Guidelines.

A statistical summary of your responses along with the summary of comments on these amendments will be reviewed by Council at their meeting in May, at which time any further suggested adjustments will be considered and a final vote taken for submission of the amendments to the government for the next stage of the review and approval.

The Council seriously and thoughtfully reviews and considers the feedback and information solicited through consultation and changes are made as a result of this. You will recall that it was through the input of the membership that the initial proposal on the fee increase was altered.

Current initiatives include the development of the Charter on Professionalism which will be circulated shortly to

members and other stakeholders for comment and input. The College will be using an on-line survey mechanism to facilitate a broad gathering of information and assist the consultant in tabulating responses. We encourage everyone to participate in this process. To date there have been a number of focus groups of members and teachers to assist in the development of the draft, as well as consultations with and direct amendments to the draft document by Council.

This year will also include a consultation concerning the issue of academic certificates of registration. The Registration Committee will be seeking input, initially through focus groups, in the development of this new category of certificate of registration. If you are approached by the College to participate in the early creative work, please consider getting involved.

Your voice will only be heard if you speak up and participate.



Deborah Worrad, CAE
Registrar



the bulletin BOARD



Council Highlights – February 6, 2006

Council welcomed two new members – Ian Dolmage, MT and Dylan Swan, MT – to their first Council meeting.

Council was informed that the Objectively Structured Clinical Evaluation (OSCE) will now be conducted at the Rehabilitation Sciences Building, University of Toronto, just south of the previous location at Princess Margaret Hospital. A DVD is being produced that will be distributed to the schools and posted on the College's website to provide candidates with logistical information about the OSCE.

Council elected the officers of the College for 2006. Rick Overeem, MT was elected President, Wendy Hunter, MT was elected Vice-President and Lynn Beyak, Public Member of Council was elected as the Executive Member.

Council recommitted to its governance processes, as it does annually. This included an orientation to the College's mission, vision, values and strategic plan. Council also reviewed the role and responsibilities of council members. Confidentiality and Conflict of Interest as it relates to the Legislation and governance of the College Legislation were emphasized.

The Executive Committee appointed Council members and volunteers to the various College Committees. A complete list of appointments is provided on page 9 and is also posted on the College's website at: <http://www.cmta.com/about/commit.htm>

Amendment to the Appeals Policy

The Appeals Committee indicated to Council that the current wording of Section 1, "Grounds for Appeal" of the Appeals Policy, permits appeals on the grounds of medical and other conditions that existed prior to the examination and were known to the candidate before the beginning of the examination. Council reviewed the wording and adopted an amendment to the policy that will narrow the time frame for appealing medical and other conditions to circumstances that arose coincidental to the start of exam and during the exam. Please see page 16 for further information.

Charter on Professionalism

Council further discussed the draft Charter on Professionalism and gave additional suggestions and direction to the facilitator regarding its content. The College will post the draft Charter on its website at a later date along with survey questions to obtain feedback from stakeholders.

2006 Budget

Council approved the Budget for 2006, which will include three new staff positions, one of which is the part-time position of Professional Practice Advisor. Information on the Professional Practice Advisor position appears on page 12.

Guidelines for Selling Gift Certificates

Council approved new guidelines for the selling of gift certificates. Please see page 13 for more information.

Elections 2006

Elections were held in Districts 2 and 5 on January 11, 2006. Ian Dolmage, MT was elected in District 2 and Dylan Swan, MT in District 5. Their terms on Council will commence on February 6, 2006 for a period of three years.

The College wishes to thank Alpa Patel MT from District 2 for her work on Council over the past three years, and particularly for her work as Vice-President of the College last year. The College would also like to thank volunteer, Zoran Jelicic, MT for his work on the Quality Assurance Committee. Serving on the College Council or on Committees is not an easy task and both Alpa and Zoran gave generously of their time.

Executive Committee “Meet and Greet”

As described in the From the President column, the Executive Committee will be holding meetings in a number of locations in the coming months. This is your opportunity to meet the Executive Committee at a breakfast reception from 8:45 am to 9:45 am.

If you would like to attend and chat with members of the Executive Committee, please let the College know by the dates listed below so that we can plan for refreshments. Your response should be made to Flo Meingast, Corporate Services at (416) 489-2626 Ext. 119 or (800) 465-1933 Ext. 119 or by facsimile at (416) 489-2625 or email at flo.meingast@cmtc.com. Please indicate which meeting you plan to attend.

Location of the meetings will be posted on the College’s web site www.cmtc.com.

City	Date	Deadline for RSVP
Ottawa	21/04/06	n/a
Thunder Bay	6/07/06	15/06/06
Orillia	29/09/06	8/09/06
Toronto	24/11/06	3/11/06
London	19/01/07	29/12/06

We look forward to seeing you at the meetings.

2006 Committees

Executive Committee

Rick Overeem, MT, President
Wendy Hunter, MT, Vice President
Lynn Beyak, Executive Member

Appeals Committee

Janice Land, MT – Chair
Wendy Hunter, MT
Shanna Grabinsky
Lynn Dobson
Karen Redgers, MT (vol 07)

Client Relations Committee

Lynn Beyak – Chair
Denise Aumont, MT
Lynn Dobson
Parisa Moallemian, MT (vol 07)

Complaints Committee

Wendy Hunter, MT – Chair
Qodrat Azima
Ian Dolmage, MT
Shanna Grabinsky
Jason Dubois, MT (vol 07)
Catherine Moran, MT (vol 07)

Discipline Committee

Lynn Dobson – Chair
Jane Mederak
Janice Land, MT

Dylan Swan, MT
Sylvia Jong, MT (vol 07)
David Janveau, MT (vol 07)
Andrea Young, MT (vol 07)
Samantha Douglas, MT (vol 07)

Fitness to Practice Committee

Jane Mederak – Chair
Denise Aumont, MT
Parisa Moallemian, MT (vol 07)

Quality Assurance

Qodrat Azima – Chair
Jane Mederak
Rick Overeem, MT
Dylan Swan, MT
Karen Redgers, MT (vol 07)

Registration Committee

Shanna Grabinsky – Chair
Lynn Beyak
Ian Dolmage, MT
Denise Aumont, MT
Sheryl Stanley, MT (vol 07)

the bulletin

BOARD

continued

New Council Members

Dylan Swan, MT

After spending some time as a freelance graphic designer, Dylan attended Sutherland-Chan and graduated in 1996. He has since been providing massage therapy in a physiotherapy/rehabilitation setting, as well as at a chiropractic clinic. Additionally, he supervises student clinics on a part-time basis at the Canadian Therapeutic College.

Over the last nine years of practice, Dylan's enthusiasm for massage therapy has flourished. He says his work with clients and massage therapy students has inspired him, and he has always felt honoured by the trust of his clients as they share their journey towards health and healing. Dylan looks forward to the opportunity to protect and uphold this trust, which is fundamental to the massage therapy profession. His wife and four stepchildren are the primary joy and focus in his life.

Ian Dolmage, MT

Ian has been a massage therapist since 1989 and has worked in private practice for nine years. In 1995, he initiated the massage therapy program at Algonquin College of Applied Arts and Technology and in 1998 became a full-time professor at Algonquin College. During this time, Ian created the clinical manual, "Student's Guide to PNF Stretching," and co-authored "MIRL's Guide to Joint Mobilization," both of which are published text books. As a massage therapy educator, Ian's main teaching areas include assessment and treatment theory and the integration of these areas into lab and clinical practice.

Additionally, Ian has published articles in *The Body Politic* and *The Journal of Soft Tissue Manipulation*. Articles include "Gaining Ownership," which addresses chronic clinical weakness in the massage therapy profession; "The Pressure Gradient System," which helps student massage therapists develop their sense of pressure during soft tissue manipulation; and "Universal Terminology," which clarifies the confusion around the multiple PNF stretching terminologies.



Janice Land, RMT

Janice graduated from the Canadian College of Massage and Hydrotherapy and operates a massage therapy clinic in Parry Sound, Ontario, celebrating her 15th anniversary this coming summer. In addition to her work as a massage therapist, Janice is currently studying at the University of Waterloo by distance education and is an active volunteer for the Victim Crisis Assistance and Referral Service in Parry Sound and at the local health centre. As well, for the past ten years, she has taught piano and conducted the local community choir.

In the past, Janice has served as an examiner for the College's Objectively Structured Clinical Evaluation (OSCE). She is excited to join the College Council and looks forward to an exciting year.

Reporting Insurance Fraud

The Insurance Bureau of Canada has created an anonymous tip link on its website for reporting insurance fraud. The same link can now be found under the banner on the College's website at <http://www.cmto.com/about/links.htm>. A brochure explaining the various types of insurance fraud and how to recognize them is also available for download. Please make this link known to your clients.



REPORT INSURANCE CRIME.
TAKE THE TIME.

Registration Renewals

So far this year 2,368 of the College's 7,700+ members have renewed their registration on-line. This provides a huge cost saving to the College and is the quickest and easiest way for members to renew. It also means that members know instantly if the College has received their registration renewal and fees.

The College upgraded its database during the past year and the new version does not allow staff to see or print members' passwords for the secure portion of the website, although staff can still see and print members' logins. If you have your login and password, please keep them in a safe place for next year's renewals. The site does provide a reset password button so you can put in a new password if you have lost it, but you do have to know your login (it is printed on the top of your renewal form) and the College must have your current e-mail address. The system will only send information to the e-mail address it has in the database. For this reason, **we urge you to notify the College whenever you change your e-mail address.** Please send a quick e-mail to the College (cmto@cmto.com) giving your new e-mail address, your name, and your registration number.

We apologize to those members who tried to call or e-mail the College to obtain their login information and did not receive a response. Registration staff were **each** receiving approximately 100 calls and e-mails **per day** during December and early January and were unable to respond to all of those calls and e-mails. To avoid a repetition of this problem next December, please keep us updated with your mailing and e-mail addresses.

Maintaining Personal Boundaries and Making Ethical Decisions Workshops

The College is pleased to announce that it is adding two more sessions in 2006 to the popular workshop, "Maintaining Personal Boundaries and Making Ethical Decisions." The new sessions will be held in:

District 4	April 9–10	Toronto
District 5	October 22–23	Kitchener-Waterloo

Venue and registration information will be mailed to members of those districts closer to the date of the workshops.

Advanced Workshop on Making Ethical Decisions

The College is pleased to announce that it will offer a new, online Advanced Ethics Workshop for those members who have taken the Maintaining Professional Boundaries and Making Ethical Choices Workshop. In that workshop, participants came to recognize that while they share core values with one another, they may disagree over which value is the highest priority value in a conflicted situation. After identifying their high-priority values, participants were introduced to a process for making good choices in conflicted situations.

The Advanced Workshop will build on what was developed in the two-day Maintaining Professional Boundaries and Making Ethical Choices Workshop through thorough discussion of situations that require ethical reflection. The goal of the workshop is to create awareness of a common massage therapy culture through the development of a case study series. The case studies will be made available later to the entire membership, so that massage therapists will be able to practise with more confidence and can turn to one another for support in resolving value conflicts, knowing that they are practising within a shared culture.

The College will pilot the workshop beginning Wednesday, June 7, 2006, for a period of 10 weeks. The first and last week of the course are light: Week One gives participants a chance to familiarize themselves with the course site; Week Ten gives them an opportunity to re-read what they accomplished in the course before the site is closed. It is anticipated that participants will spend up to five hours per week on the main body of the course and that it will take 30 hours to complete the course. The course will be open only to those who are currently holding a General Certificate and who have completed the Maintaining Professional Boundaries and Making Ethical Choices Workshop. Computer literacy is required along with access to a high-speed Internet connection. The cost is \$200 and 15 CEUs can be obtained based on the criteria for Category A CEUs. The course will be moderated by Marcia Lenglet, BA, MA.

If you are interested in taking this course, please contact Corinne Flitton, Deputy Registrar at corinne.flitton@cmto.com by May 29, 2006.

Employment Opportunities

Experts

The College is seeking massage therapists to assist the Investigation and Complaints Manager and the College prosecutor in the review of evidence and the provision of expert opinions.

The experts will review client records and write reports outlining deficiencies. The expert will provide an opinion on the member's compliance with College policies and position statements, Standards of Practice, Code of Ethics and legislation. The expert may be required to testify at discipline or fitness to practice hearings.

Successful applicants will have detailed knowledge of College policies and position statements, Code of Ethics, Standards of Practice and legislation and possess superb report writing and excellent verbal communication skills.

Successful applicants will be paid for their services at an agreed upon rate and reimbursed for any out-of-pocket expenses.

Applicants will be required to complete a report writing assignment based on a fictional scenario during the interview.

College Investigators

The College is seeking additional massage therapists to assist the Investigation and Complaints Manager in the investigation of complaints.

Investigators may be required to attend a registered member's or unregistered individual's practice to have a massage, collect client records, interview witnesses and obtain additional information to assist with the investigation. Investigators are required to provide written reports in a timely manner. On occasion, investigators may be called to testify at discipline hearings.

Successful applicants will be knowledgeable of College policies, Standards of Practice and legislation and possess excellent report writing skills.

Training in investigative skills and techniques will be provided.

Investigators are paid \$40 per hour and reimbursed for out-of-pocket expenses.

Professional Practice Advisor

The College is seeking a part-time Professional Practice Advisor, responsible for providing advice and education to members and the public about the College's position on practice issues. The incumbent will be expected to identify trends and changes in massage therapy practice and bring that information to the College's attention. The Professional Practice Advisor will be responsible for demonstrating a commitment to the College's values and beliefs and for contributing to the strategic initiatives of the organization. The Professional Practice Advisor will report to the Registrar and Deputy Registrar of the College.

The successful candidate will be a graduate of a recognized massage therapy programme and hold a current general certificate with the College of Massage Therapists of Ontario. They will have at least 3-5 years of massage therapy practical experience in a clinical setting, demonstrated knowledge of the *Regulated Health Professions Act 1991*, the *Massage Therapy Act*, the College's Regulations, By-laws, Policies and Position Statements and experience in a Windows XP environment. Experience working with a Board-run organization preferred.

Strong written and verbal communication skills, time management/organizational skills and excellent interpersonal skills will characterize the successful candidate. Fluency in French is an asset and the candidate must also not be the subject of any proceedings by the College of Massage Therapists of Ontario nor in default of any payment to the College.

The position will commence at two days per week in the College office in Toronto. It is anticipated that the time commitment will increase in future years.

Interested applicants for each of the positions listed may email a letter of application and a resumé to the attention of:

Corinne Flitton, Deputy Registrar, corinne.flitton@cmta.com

Only candidates who are selected for interviews will be contacted. All applications for each position must arrive at the College by close of business Friday, May 19, 2006.

new College guidelines on GIFT CERTIFICATES

Many massage therapists sell gift certificates to meet the needs of their clients and to increase access to their services. A panel of the Complaints Committee recently reviewed a matter relating to gift certificates and noted that there was little guidance for the profession in regards to the sale and redemption of gift certificates.

The Complaints Committee determined that the format for the guideline would be a series of questions for members to consider when they sell and redeem gift certificates.

Council adopted the guideline at its meeting on February 6, 2006. The guideline will benefit the public by reducing misunderstandings surrounding gift certificates and will assist members in developing their own policies on professional and ethical issues that arise from the sale and redemption of the certificates.

Guideline for Selling Gift Certificates

The selling of a gift certificate for massage therapy services can present some professional and ethical issues. The College has a responsibility to regulate massage therapists and protect the public's perception of and trust in the profession. It is not, however, the College's intention to unduly restrict the freedom of expression of its members.

This guideline has been developed to assist members with ensuring that consideration is given to the professional and ethical issues that may arise if it is determined that selling gift certificates meets the needs of your clients and improves access to massage therapy services.

It is hopeful that members will consider the following issues when selling gift certificates to resolve the professional and ethical issues:

- Do you have internal policies and guidelines which govern the purchase and redemption of the gift certificate?
- Have you provided the purchaser of the gift certificate with details of these policies or guidelines?
- Does your gift certificate look professional?
- What happens in terms of redemption of a gift certificate if you change your practice location?
- Is the gift certificate offered by your employer or owner of the practice location? How does this affect you?
- Is your expiry date reasonable?
- How will you promote the sale of gift certificates without unduly influencing your client for your own financial gain (as a massage therapist you are in a position of trust and should not use your position to influence your clients)?
- How will you sell a gift certificate so as not to breach client confidentiality?

Careful consideration of these issues may help prevent or reduce misunderstandings with your clients.



international massage therapy BRIDGING PROGRAM

CEU Article



CEU Questions:

1. What are the potential barriers that internationally educated massage therapists face when applying for registration in Ontario?
2. What is the purpose of the International Massage Therapy Bridging Programme?
3. What does IEMT stand for?
4. Why is the College involved with the International Massage Therapy Bridging Programme?

The Ontario government is removing barriers so that internationally trained professionals can work in their fields. Massage therapy is a rapidly growing regulated health profession in Ontario¹. In collaboration with Ontario Regulators for Access² and the Ministry of Training, Colleges and Universities, the College of Massage Therapists of Ontario and Centennial College

has taken a leading role by identifying several potential barriers for internationally educated massage therapists (IEMTs) who apply for registration in Ontario:

- provision of plain language information and support,
- assessment of academic credentials and skills,
- profession-specific language training,
- supplementary education and training to address knowledge gaps,
- supervised clinical experience in diverse Ontario health care settings,
- certification examination preparation, and
- assistance to full employment.

To help address these barriers, the first bridging programme for IEMTs in Ontario will be offered through Centennial College in September 2006. This programme is not an alternative to the existing diploma programmes. This bridging programme is funded by the Government of Ontario. The initial pilot will assist 20 IEMTs who are assessed to have equivalent educational preparation to Ontario educated massage therapists, but need additional socio-cultural and profession specific language training in a Canadian health care context to be successful at the College's certification examinations.

To enter the bridging programme, IEMTs will be assessed through:

- academic credential assessment,
- language assessment based on Canadian Language Benchmarks, and
- prior learning assessment in clinical skills and sciences.

INTERNATIONAL
MESSAGE THERAPY
BRIDGING PROGRAMME



**Ministry of Citizenship
and Immigration**

Minister
6th Floor
400 University Avenue
Toronto ON M7A 2R9
Tel.: (416) 325-6200
Fax: (416) 325-6195

**Ministère des Affaires civiles
et de l'Immigration**

Ministre
6^e étage
400, avenue University
Toronto ON M7A 2R9
Tél.: (416) 325-6200
Télééc.: (416) 325-6195



A Message from the Ontario Minister of Citizenship and Immigration

Our government is committed to helping newcomers succeed. That's why we invest more than any other province in programs to help newcomers settle, upgrade their language skills, and work in their field as quickly as possible.

Each year, Ontario welcomes 125,000 newcomers to our province. Our newcomers have the skills, drive and innovation Ontario needs to compete.

Since 2003, we have helped 3,000 newcomers find work in their fields. We have invested \$20 million in 35 bridge training programs, some of which are the first of their kind in Canada.

This year we are funding even more bridge training programs, including this one for internationally trained massage therapists. This program is in partnership with Centennial College and the College of Massage Therapists of Ontario.

Our bridge training programs have had tremendous success. As a result, Ontario is benefiting from the skills of more internationally trained nurses, midwives, and pharmacists for example.

Ontario's prosperity and future depends on newcomers. Our government is making sure they have every opportunity to contribute to our great province. We know that when newcomers succeed, Ontario succeeds.

Sincerely,

A handwritten signature in black ink that reads "Mike Colle".

Mike Colle
Minister

Student success-oriented academic advising will be provided at each step of the assessment process.

The proposed bridging programme will provide:

- simulated and real world clinical experience in labs and in diverse, supervised community placements,
- occupationally-specific and socio-culturally relevant language curriculum in the classroom, online and in the lab,
- flexible learning pathways in the classroom, and through e-learning and mentoring,
- examination preparation and simulation to help IEMTs be successful at the College's certification examinations, and
- career assistance to facilitate a smooth entry into the Ontario labour market.

The assessment of potential participants in this innovative programme is currently underway. If you know any Internationally Educated Massage Therapists who are seeking registration in Ontario and may benefit from this programme, please ask them to contact us:

By phone: 416.289.5000 ext.8265

**By email: carhte@centennialcollege.ca OR
cmtto@cmtto.com**

On the web: www.cmtto.com

¹ Health Canada. Perspectives in complementary and alternative health care. Ottawa: Health Canada;2001.

² Ontario Regulators for Access. Access solutions project final report to the Ministry of Training, Colleges, and Universities. 2004;[1]. Available at: <http://www.regulators4access.ca/html/finreport-sep302004.pdf>. Accessed May 20, 2005.

appeals policy AMENDED



The current wording of Section 1, Grounds for Appeal, of the Appeals Policy, permits appeals on the grounds of medical and other conditions that existed prior to the examination and were known to the candidate before the beginning of the examination.

Council reviewed the wording at its meeting February 6, 2006 and has adopted an amendment to the policy that will narrow the time frame for appealing medical and other conditions to circumstances that arose coincidental to the start of exam and during the exam.

The policy now reads:

EXAMINATION APPEALS

Examination candidates have the right to appeal examination results within the specific criteria established by the College.

Section 1: Grounds for Appeal

1.01 Appellants may appeal certification examination results in situations restricted to extraordinary circumstances that had arisen coincidentally with the holding of the examination, extraordinary circumstances outside the control of the appellant that had made one appellant's experience different from everyone else and were severe enough to account for their overall failure and were properly reported by the appellant to the Examination Manager. Unless *all* of the above conditions are met, no circumstance should count as grounds for appeal.

Examples of extraordinary circumstance may include, but are not limited to an appellant's unexpected, acute and verifiable medical condition, equipment malfunction, or gross misconduct on part of the examination staff.

1.02 If documentation of the extraordinary circumstances is not received by the College within seventy-two (72) hours of the examination, an appellant will have forfeited his/her right to appeal.

Section 2: Method of Appeal

2.01 All appeals shall be set out in writing, detailing the nature of the appeal and all particulars necessary to sufficiently allow the appeal to be adjudicated, together with the applicable non-refundable fee of \$100.00. An appeal submission must include the appellant's desire to appear before the Appeals Committee for a 10 minute presentation, if he/she chooses to do so, to offer additional information or to expand on information already provided.

2.02 Under no circumstances shall an appeal or any process, information or communication relating to the appeal be made verbally. All communications will be done in writing only.

2.03 Appellants shall use one of the following forms of delivery: fax, mail or personal delivery.



Section 3: Appeal Procedure

3.01 Level One: Chairperson of Appeals Committee and Examination Manager

- a) An appeal shall be submitted by the appellant to the Examination Manager within seven (7) days after the mailing of the results of an applicable examination. All communications from the College will be mailed to the address stated on the submitted appeal.
- b) The Chairperson and the Examination Manager shall determine the validity of the appeal based on the documentation submitted as to whether extraordinary circumstances exist as referred to in Section 1.01.
- c) The Examination Manager shall, within ten (10) business days of the appeal expiration deadline, notify the appellant by mail that the submission has been accepted and forwarded to the Appeals Committee for further consideration in accordance with this Appeals Policy or rejected.

3.02 Level Two: Appeals Committee

- a) The Committee shall only consider Appeals referred to it, in writing, by the Examination Manager of the College.
- b) A meeting of a panel of the Appeals Committee shall within sixty (60) days of receiving the referred appeal be commenced.
- c) For the purposes of considering the Appeal, the Committee shall review the following:
 - i. The appellant's statement of appeal;
 - ii. A statement from the Examination Manager concerning the exam process relevant to each case and candidate data;
 - iii. A statement from the Examination Officer concerning exam content and process issues; and
 - iv. Examiner reports.

3.03 Attendance before the Committee by the appellant or their designated representative shall be at the sole discretion of the Committee and the intention to attend must be declared in the appellant's letter of appeal.

3.04 The Examination Manager shall, no later than fifteen (15) business days after the Appeal Hearing, notify the appellant of the Committee's decision, by mail only.

3.05 All communications concerning the Appeal will be made only between the College and the appellant.

Section 4: Appeals Committee Decision

4.01 The Appeals Committee may do one of the following, based upon evidence presented by the appellant:

- a. Grant the appeal.
- b. Deny the appeal.
- c. Deny the appeal and grant the appellant an attempt at the next examination with the previous unsuccessful attempt not being counted as part of the allowable attempts under the Examination Regulation.

4.02 All decisions of the Appeals Committee are final.

Approved: May 1994

Amended: November 1998, February 2001, February 18, 2005, January 6, 2006.

inspiring professionalism: the charter on PROFESSIONALISM

The College is exploring ways to foster and enhance professionalism in the practice of massage therapy and is therefore interested in your collaboration and involvement. The College is aware of its responsibility to not only establish the standards of practice but also to directly assist in the professional growth of members so as to ensure that the standards are met. The College has developed a draft Charter on Professionalism to serve as an overarching framework for meeting this obligation. The concept of professionalism is firmly embedded in the *RHPA* and there are indications in the literature that many other health regulatory organizations are considering ways to teach, assess, and evaluate the professionalism of their members.

Professional and unprofessional behaviour is currently addressed in most College activities and the College's vision statement includes the expectation that all members are to "maintain and enhance their skills, commitment, and professionalism." Additionally, the nature of complaints and allegations of professional misconduct referred to discipline often reflect a lack of professionalism. There are also other new initiatives being considered that directly relate to professionalism, including the diversity initiative and the additional ethics workshops.

The potential benefits of increasing professionalism include higher quality services to clients and enhanced respect and trust from other key stakeholders. In particular, this includes massage therapists, other healthcare

professionals, the public and the government, and third party payers (insurance companies and gateway healthcare organizations). Other positive outcomes may be a decrease in the number of complaints related to unprofessional behaviour and an increase in Self-Assessment Tool scores. A need has been identified to enhance the teaching of professionalism as part of the required competencies for massage therapy students as well as to develop educational modules on professionalism for current members.

Council has directed the Registrar, in collaboration with Southtown Consulting, to conduct a consultation process to obtain feedback from members on the Charter on Professionalism and to seek their views on other professionalism issues. Council has requested a progress report be provided for consideration at its May, 2006 meeting. The focus is on the draft charter and the development of suggestions for implementation of the professionalism initiative.

To this end, we invite you to participate by providing feedback, comments, and suggestions. We encourage you to take this opportunity to provide us with honest and meaningful feedback. Please help us achieve the most effective professionalism strategy possible by completing an online survey questionnaire by **May 5, 2006**. Please go the College's website for a link to the survey – <http://www.cmta.com/member/MemberFeedback.htm>



2005 College STATISTICS

Schools	Candidates OSCE	OSCE # Pass first attempt	OSCE # Pass second attempt	OSCE # Pass third + attempt	OSCE % Pass	Candidates MCQ	MCQ # Pass first attempt	MCQ # Pass second attempt	MCQ # Pass third + attempt	MCQ % Pass	Eligible for Registration
AL	22	17	2	0	86	22	20	1	0	95	19
CB	15	6	1	0	47	14	5	2	0	50	6
CCB	1	0	0	0	0	1	0	0	0	0	0
CCH	1	0	0	0	0	1	1	0	0	100	0
CCHST	37	26	3	0	78	35	20	3	0	66	23
CCN	6	6	0	0	100	6	6	0	0	100	6
CCNY	93	62	8	9	85	91	80	2	1	92	75
CCS	1	0	0	1	100	1	0	0	0	0	0
CDIB	28	16	10	0	93	28	26	1	0	96	26
CDIH	20	13	5	0	90	20	13	1	0	70	14
CDIO	26	18	2	0	77	25	16	1	1	72	19
CDIS	1	0	0	0	0	1	1	0	0	100	0
CDIT	12	3	3	0	50	11	6	1	0	64	5
CDITB	9	4	1	0	56	7	4	1	0	71	3
CE	54	35	4	4	80	54	38	7	2	87	40
COBK	76	51	8	3	82	71	47	4	3	76	50
COBW	5	3	1	0	80	5	3	0	0	60	3
CT	133	70	8	8	65	122	82	8	1	75	76
DL	63	33	7	5	71	62	51	3	0	87	43
EL	32	22	6	0	88	31	29	1	0	97	27
ELE	6	4	1	1	100	6	6	0	0	100	6
FL	64	48	10	1	92	63	48	9	0	90	54
IA	33	24	0	0	73	32	28	3	0	97	24
KC	48	37	4	0	85	47	35	3	3	87	38
KI	60	46	2	0	80	60	49	3	1	88	45
LC	24	15	5	0	83	24	22	0	0	92	20
NS	9	4	0	1	56	7	5	0	1	86	3
SA	22	7	4	1	55	21	9	3	0	57	10
SC	96	69	8	1	81	92	83	3	0	93	75
WS	9	3	2	0	56	8	5	1	0	75	5
TOTAL	1006	642	104	36		969	738	61	13		717

Abbreviations

AL	Algonquin College
CB	Collège Boréal
CCB	Canadian Career College Barrie
CCH	Canadian Career College Hamilton
CCHST	Canadian College of Health Sciences and Technology
CCN	Canadian College of Massage and Hydrotherapy - Newmarket Campus
CCNY	Canadian College of Massage and Hydrotherapy - North York Campus
CCS	Canadian Career College Sudbury
CDIB	CDI Barrie
CDIH	CDI Hamilton
CDIO	CDI Ottawa East
CDIS	CDI Sudbury
CDIT	CDI College Park
CDITB	CDI Thunder Bay
CE	Centennial College
COBK	CCMH OBC Kitchener
COBW	CCMH OBC Windsor (Currently CCHST312)
CT	Canadian Therapeutic College

DL	D'Arcy Lane
EL	Elmcrest in Toronto
ELE	Elegance School of Esthetics
FL	Sir Sanford Fleming
IA	International Academy Of Massage
KC	Kikkawa College
KI	Kine Concept
LC	Lambion College
NS	Non-Standard
SA	Sault College of Applied Arts and Technology
SC	Sutherland-Chan
WS	Wellsprings College of MT and Esthetics

Top 5 in terms of OSCE pass %, regardless of # of students: ELE; CCS; CCN; CDIB; FL
 Top 5 in terms of MCQ pass %, regardless of # of students: ELE; CCN; CDIS; CCH; EL
 Top 5 in terms of OSCE pass %, with more than 45 students: FL; KC; CCNY; COBK; SC
 Top 5 in terms of MCQ pass %, with more than 45 students: SC; CCNY; FL; KI; KC
 Top 5 in terms of # of students eligible to register: CT; CCNY; SC; FL; COBK

calendar of EVENTS

Council Meetings – 2006

Friday, May 12, 2006 – Council Meeting and AGM

Friday, Sept. 8, 2006 – Council Meeting

Friday, Dec. 1, 2006 – Council Meeting

Maintaining Personal Boundaries and Making Ethical Decisions Workshops

District 2	May 28 & 29, 2006	Kingston
District 1	June 25 & 26, 2006	Thunder Bay
District 4	Sept. 24 & 25, 2006	Toronto
District 5	Oct. 22 & 23, 2006	Kitchener-Waterloo
District 3	Nov. 19 & 20, 2006	Barrie

Examination Schedule

EXAMINATION DATE	DEADLINE DATE
May 6 & 7, 2006	April 28, 2006, 4:00 p.m.
June 3 & 4, 2006	May 26, 2006, 4:00 p.m.
June 24 & 25, 2006	June 16, 2006, 4:00 p.m.
July 22 & 23, 2006	July 14, 2006, 4:00 p.m.
Aug. 26 & 27, 2006	Aug. 18, 2006, 4:00 p.m.
Sept. 30 & Oct. 1, 2006	Sept. 22, 2006, 4:00 p.m.



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