

Fair Registration Practices Report

Massage Therapists (2016)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

Vulnerable Sector check for Registration

In December 2016, the criminal record check policy was updated so that effective January 1, 2017, the College of Massage Therapists of Ontario (CMTO) would require applicants for registration to submit a Vulnerable Sector Check (VS Check) with their application. A Canadian Police Information Centre (CPIC) check would no longer be accepted.

ii. Describe the impact of the improvements / changes on applicants.

The impact on applicants is minimal. CMTO already had a requirement in place for applicants to submit a criminal record check report, what has changed is the kind of report that is accepted. Depending on where the applicant lives, it may take longer to complete the VS Check and may cost slightly more.

iii. Describe the impact of the improvements / changes on your organization.

A VS Check is an enhanced criminal record check that includes information not available with other types of checks, including any record suspension (formerly a pardon) for sex offences, and information about any absolute and conditional discharges.

Massage Therapists are in a position of trust and the clients in their care are in a vulnerable position. Accordingly, a VS Check is the appropriate level of criminal record screening for registration as an RMT. It supports the principles of transparency and accountability of the College and the profession in Ontario.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

Massage Therapy Education and Credentials Assessment (MTECA)

In December 2016, the Registration Committee approved that effective February 1, 2017 the Credential and Prior Learning Assessment (CPLA) would be replaced with the Massage Therapy Education and Credential Assessment (MTECA).

The MTECA is a paper-based review focusing on the applicant's education and any relevant professional development courses the applicant may have completed.

ii. Describe the impact of the improvements / changes on applicants.

As it is a paper-based review, the MTECA is expected to be less expensive and time consuming for applicants. It is anticipated that the mapping of the applicant's education to the Practice Competencies and Performance Indicators (PCs/PIs) may help the applicant understand, prior to submitting the application and incurring any costs, whether or not their education would likely be deemed equivalent.

iii. Describe the impact of the improvements / changes on your organization.

CMTA believes that MTECA will be a more objective and fair process for determining educational equivalence for applicants whose Massage Therapy education was not obtained from an approved Ontario program.

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

Language Fluency Policy

An updated Language Fluency Policy was implemented on February 1, 2016. The revised policy does not recognize the Canadian Language Benchmarks Placement Test (CLBPT) as an approved tool for demonstrating language fluency.

There was a transition period to the updated policy from February 1, 2016 until May 1, 2016. During this time the requirements of the former policy and the new policy were in effect. This gave applicants who were working on meeting the requirements of the previous policy time to meet the language fluency requirement under those terms. At the same time, the wider variety of approved language tests was available to applicants who wished to meet the language fluency requirement under the terms of the updated policy.

By-Law No. 8 The Register and Registrant Information - Amendment

Changes to By-Law No. 8 – The Register and Registrant Information, became effective January 1, 2016. Beginning March 1, 2016, information posted on CMTO's public register includes:

- Decisions of the Inquiries, Complaints and Reports Committee (ICRC) that result in a
 - Written or oral caution,
 - Specified Continuing Education or Remediation Program (SCERP) and/or
 - Referral to the Discipline or Fitness to Practise Committee
- Findings of professional misconduct, incompetence or incapacity in other jurisdictions,
- Criminal findings/convictions; and
- Criminal charges and bail conditions.

ii. Describe the impact of the improvements / changes on applicants.

Language Fluency Policy

The updated policy promotes fairness and accessibility for applicants whose first language is not English or French by:

- Including a greater number of valid and objective language tests
- Identifying approved language tests for both English and French
- Allowing applicants to meet the language fluency requirement by providing evidence in the form of a diploma and transcript from an approved Massage Therapy program that includes acceptable information about the language fluency requirement for admission to the program and successful completion of a minimum of two communications-related courses
- Allows applicants to provide other compelling non-objective evidence of language fluency.

The updated policy also clarifies how an applicant may meet the language fluency requirement via successful completion of a secondary school program in English or French. Similar to the previous policy, applicants may also provide other compelling evidence of language fluency.

By-Law No. 8 The Register and Registrant Information - Amendment

Only an applicant who has a criminal finding/conviction would be affected by the By-Law change.

iii. Describe the impact of the improvements / changes on your organization.

Language Fluency Policy

The revised language fluency policy ensures that the language tests approved by CMTO for the demonstration of language fluency are objective, valid and reliable. By identifying several approved language tests as well as other options for demonstrating language fluency, the policy furthers the College's initiative to maintain registration practices and requirements that transparent, objective, impartial and fair.

By-Law No. 8 The Register and Registrant Information - Amendment

The By-Law Change is in keeping with CMTO's commitment to public protection and transparency. Relevant information about registrants is made public and helps ensure that members of the public and potential clients have the information they need when selecting a Registered Massage Therapist (RMT) to provide care.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

Website "Refresh" January 2016

CMTO's refreshed website was launched in January 2016. The website features improved site navigation, new search button function and functionality.

ii. Describe the impact of the improvements / changes on applicants.

The website is easier to navigate, includes a French button that leads to a repository of documents and products provided in French, and also includes a new 'transparency' button to link to an overview of the College's transparency initiatives. The website is accessible on all devices including mobile. This improves access to key information for applicants, registrants and the public.

iii. Describe the impact of the improvements / changes on your organization.

The updated website is a more effective tool for sharing information. Information on the website was reviewed and updated

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

- College legal counsel Julie Maciura of Steinecke, Maciura, and LeBlanc provided training to all CMTO staff on *Regulated Health Professions Act (RHPA)* on April 15, 2016 and May 6, 2016.
- Registration Services Director attended training seminars respecting professional regulation provided by INFONEX on April 19th and 20th, 2016.
- A new Registration Committee member was provided orientation on July 16, 2016 by the director of Registration Services. The member was familiarized with the requirements of the *Regulated Health Professions Act (RHPA)*, the *Health Professions Procedural Code*; fair registration practices requirements, the *Massage Therapy Act*, the Registration Regulation, the Examination Regulation, and registration policies and procedures.
- Registration Staff attended an online webinar on Human Rights and Professional Regulation on September 8, 2016. The webinar was hosted by Steinecke, Maciura, and LeBlanc as part of their online training series.
- Some Registration staff and Council and Committee members attended the Canadian Network of Agencies for Regulation (CNAR) Conference 2016, held in Toronto from November 1-3, 2016.

ii. Describe the impact of the improvements / changes on applicants.

Applicants/registrants receive clear and accurate information and service from staff.

iii. Describe the impact of the improvements / changes on your organization.

Staff better understand how registration fits in the regulatory framework, and the importance of fair and transparent registration practices.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

I) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

Review of French-English Lexicon for Certification Examinations

The College undertook a comprehensive review of the French-English lexicon used when developing and translating the Certification Examinations. A team comprised of the CMTO Content Specialist and bilingual Subject Matter Experts led the process. CMTO's psychometric firm provided guidance, and Collège Boréal, which operates the only French-language Massage Therapy program in Ontario was consulted.

Revised Practice Competencies (PC) /Performance Indicators (PI)

In September 2016 CMTO approved the recommended update of the Inter-Jurisdictional Competency Standards (PC/Pis), the national document that articulates the practice competencies and performance indicators required of RMTs at entry to practice. CMTO's Certification Examination Content Outlines will be updated in 2017 to reflect these changes in anticipation of testing to the revised PC/Pis in 2018.

ii. Describe the impact of the improvements / changes on applicants.

Review of French-English Lexicon for Certification Examinations

Exam candidates have access to consistently high quality certification examinations regardless of whether they take the exam in English or French. The English and French exam forms have the same information, style and similar sentence structures ensuring consistency and fairness for all candidates.

Revised Practice Competencies (PC) /Performance Indicators (PI)

The revised PC/PI document is more concise and the competencies and performance indicators are much clearer/easier to understand for applicants and other stakeholders.

iii. Describe the impact of the improvements / changes on your organization.

Review of French-English Lexicon for Certification Examinations

A more thorough process for the ongoing review and maintenance of French exam items is a little more time consuming and therefore more costly, however CMTO has greater confidence in the consistency and quality of the French MCQ and OSCE exams.

Revised Practice Competencies (PC) /Performance Indicators (PI)

The clarity in the updated document will help the Certification Examination content development teams to create

appropriate exam items.

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

A French language page is available on the CMTO website with access to documents in French.
<http://www.cmto.com/francais/>

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	218
Female	633
None of the above	0

Additional comments:

The CMTO defines an applicant as someone who submitted an application for Initial Registration and paid the application fee.

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	2981
Female	10689
None of the above	0

Additional comments:

Total number of registrants as on December 31, 2016 was 13670.

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
835	16	0	n/a 0 Total 0	0	851

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
826	13	0	n/a 0 Total 0	0	839

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
13186	104	1	Cuba 1 France 1 Germany 1 Israel 1 Japan 1 Romania 1 Lebanon 1 Poland 9 Total 16	363	13670

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

Members include all General and Inactive Certificate holders.

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	835	16	0	0	0	851
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	835	16	0	0	0	851
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	11	2	0	0	0	13
Applicants who became FULLY registered members	826	14	0	0	0	840
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

The CMTO defines an applicant as someone who submitted an application for Initial Registration and paid the application fee.

New applications received: Applications for initial registration received by the CMTO within the reporting year.

Applicants actively pursuing licensing: Applicants that submitted an initial registration application in the reporting year.

Inactive applicants: n/a

Applicants who met all requirements and were authorized to become members but did not become members: Applicants who submitted an application for Initial Registration but did not submit the application fee and or documents required for registration.

Applicants who became members: Applicants registered within the reporting year

The CMTO does not have a category of alternative class of registration such as student, intern, associate, provisional or temporary.

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Certificate (GC)	Description (a)
		Required for any registrant wishing to practise Massage Therapy in Ontario.
b)	Inactive Certificate (IN)	Description (b)
		For Massage Therapists who are not currently practising Massage Therapy in Ontario but may return to practice in the future.

Additional comments:

The Massage Therapy registration regulation does not permit alternative classes or license. Initial registration must always be with a General Certificate. An Inactive Certificate may be requested after initial registration.

i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	1	0	0	0	0	1
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

Internal reviews include Registration Committee reviews of the Registrar's proposal to refuse to register an applicant (when she has doubts on reasonable grounds about whether the applicant fulfills all of the requirements for registration), and of the Registrar's proposal to impose terms, conditions, or limitations on the applicant's registration. In 2016, one application for registration was referred to the Registration Committee for a decision.

Appeals of Registration Committee decisions are not internal as they are handled by the Health Professions Appeal and Review Board.

CMTO is currently the administrator of the RMT Certification Examinations for Ontario. Exam candidates may request a review of their examination result. We have not included examination reviews in the numbers above as these individuals are not yet applicants, they have not submitted an Application for Initial Registration.

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	25
Staff involved in appeals process	3
Staff involved in registration process	4

Additional comments:

Previously, CMTO's reporting of 'staff involved in the registration process' included all staff in the Registration Services department. However, not all of these staff are involved in the initial registration process. The numbers above reflect only those staff involved with initial registration, as well as those who would be involved in an appeal of a registration decision to HPARB.

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3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:

Valerie Browne

Title:

Director, Registration Services

Date:

2017/03/01

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