2010 Annual Report:
Moving Forward
2010 was an extraordinary year for the College, as it completed key initiatives, as set forth in the College's strategic plan. This was indeed a year of Moving Forward. Following is a cross-section of projects that were realized during the 2010 fiscal year.

Communications Evaluation

In June of 2010 the College completed a Communications Evaluation. The project was led by Ipsos-Reid with the primary purpose of supporting the strategic objective “Improve Information Access and Use”.

The overall purpose of the proposed research was to provide the College with evidence-based research findings that would be instrumental in shaping the College’s communication philosophy, its multi-year communications plan, and the website redesign.

The research had the following three key objectives:

1. To assess overall perceptions and awareness levels and understanding of the College and its mandate/role among key stakeholders and those who are impacted by the College;

2. To evaluate perceptions and awareness levels and understanding of members, massage therapy schools and the general population about the College’s communication methodology;

3. And to develop baseline information from members, massage therapy schools and the general population that will inform the current content, design, and redevelopment of the College’s website.

Several different methodologies were used to measure the research objectives: a custom online survey among students, exam candidates, RMTs, and instructor-RMTs; in-depth interviews with school coordinators; as well as an omnibus survey among a representative sample of Ontarians.

Stakeholders included representatives from the RMTAO, other health professional Colleges (such as the College of Nurses of Ontario), the Ministry of Health, other government agencies, and insurance companies were also invited to complete this survey; focus groups with RMTs and the general public were conducted; as well as a facilitation session with College staff.

From the results of the surveys it was determined that most members felt that the College is doing an excellent job carrying out its communications mandate, although there was room for improvement in certain key areas. Most significantly, both members and the public felt strongly that the College’s website needed to be updated in terms of its design, navigation and content presentation. When compared to their ideal website, RMTs felt that the College website would benefit from being more welcoming, organized, accessible, user-friendly, eye-catching and outfitted with an effective search engine.
From this feedback, the College then engaged the services of Madog: Marketing & Design, to formulate a 3-Year Communications Plan. This would not only encompass the re-design of the website, but also other forms of communications strategies, such as how to engage the media in more positive messaging.

Within this plan the College’s website was given top priority, in order to strengthen the organization’s online presence, thereby ensuring information accessibility and transparency. The latter part of 2010 was mainly focused on this objective, the philosophy of the new site being to not only create a quick reference guide for “drop-in” users, but designed to encourage the viewer to remain on the site, taking full advantage of its dynamic nature and resources.

The new site is due to be launched in the summer of 2011, and we hope that once launched, you enjoy visiting this new information portal. As the website nears completion, we will also be moving forward on other key components of the 3-Year Communications Plan, to be implemented in the latter part of 2011.

**QA Programme Evaluation**

In 1991 the Ministry of Health and Long-Term Care required the 21 regulatory health colleges to establish QA Committees and to make regulations prescribing a QA programme. The Ministry stipulated that the goals of QA programmes should be two fold: improved quality health care provision; and improved patient outcomes. Through the College’s QA Committee, established in 1994, the College’s Quality Assurance Programme has been designed to maintain and to elevate the standard of care massage therapists provide to their clients.

In 2010 the College contracted EKOS Research Associates to evaluate the current programme in order to demonstrate that the current QA Programme assists members in improving the quality of care they provide to the public; to determine if individual portions of the programme (peer assessment, self assessment and continuing education) aid and encourage members improving their quality of care to the public; as well as the current programme meeting the requirements of the RHPA.

The College provided EKOS Research Associates with a list of 8,514 members, all of which had email addresses, in order to conduct a comprehensive on-line survey. The survey yielded a total of 2,756 responses for a response rate of 36 per cent. In addition, a total of 18 interviews were also conducted.

The evaluation findings indicated that the College’s QAP is clearly designed to encourage members to increase their competence on an on-going basis. It is also designed to encourage members who have been practicing for a longer period of time to update their skills to reflect the evolution of the practice.

In addition, the following recommendations were also presented: to modify the QAP to reflect the requirement to promote collaboration with other health colleges; investigate further the challenges experienced by College members in meeting the requirements of the QAP; continue on-going efforts at working with massage therapy educational programmes to ensure all graduates are aware of the QAP, its requirements, and the purpose of the QAP; as well as assessing how to modify the SAT so that it better meets the career development requirements of RMTs.
Entry-to-Practice Competency Profile

2010 also saw the completion of the Entry-to-Practice Competency Profile for Massage Therapists. The Consortium of Massage Therapy Regulators for Inter-jurisdictional Competency Development (British Columbia, Newfoundland & Labrador and Ontario) completed the Entry-to-Practice Competency Profile, with the assistance of a grant from the Government of Canada, which was in turn endorsed and approved by the regulatory Colleges in Ontario, British Columbia and Newfoundland and Labrador.

The profile indicates the learning environment in which educational programmes are to assess proficiency in each practice competency with possible environments being Academic, Simulated and Clinical; this information is intended to guide massage therapy educational programmes in structuring their practical and clinical coursework.

Health Policy Development

As a regulator, the College must create policy which delineates the boundaries of professional conduct and what the Council of the College and the massage therapy profession deem to be ethical and accountable behaviour for registrants, in the interest of meeting the needs of the public and maintaining a trusted and credible profession. This policy must be underpinned and supported by a framework which guides policy development and decision making by the Council of the College.

In order to further develop principled regulatory policy – to uphold the public’s interest and to guide registrants of the College in their clinical practice – the College began working in 2010 with OmniHealth and MonkeyTree Creative, both of which have a proven background and expertise in health policy development.

The project, which is still underway, was broken down into four phases:

- Phase 1 Framework development and Council approval;
- Phase 2 Policy assessment and review against the framework;
- Phase 3 Creation of a formal policy development and consultation process including a naming convention and template for drafting the final “public” version of the policy;
- Phase 4 Redrafting of existing policies and creation of associated guidelines if necessary.
Profession’s Credibility Study

Finally, of note is the critical work of the Consortium Management Team, a group that is comprised of a consortium of key leadership stakeholders from the College of Massage Therapists, the Registered Massage Therapists’ Association of Ontario (RMTAO), the Heads of Massage Therapy (HMT), and the Ontario Council of Private Massage Therapy Colleges (OCPMTC). The team was appointed to oversee the projects set out in their collaborative strategic plan for the profession in Ontario.

In line with many aspects of the 2009 Strategic Plan, and in order to establish a comprehensive understanding of the profession’s credibility, the Consortium Management Team commissioned Ipsos-Reid to carry out research among members of the general public and among other health professionals. This research will consequently serve as a baseline to measure changes in the profession’s credibility.

Ipsos Reid conducted a 13-minute online survey with members of the Ipsos Canadian Online Household Panel in the province of Ontario. A total of 1,122 surveys were completed with panelists from the general population and an additional 417 surveys were completed with health care professionals specifically.

The results of the study are due to be published jointly by the Consortium in 2011.

As we move forward, on these and other key initiatives, the College anticipates exciting inroads being made to raise the profile of massage therapy through strategic communications; further strengthening our foothold in the healthcare sector; as well as continuing our efforts to forge new partnerships across the country.

Although the projects, as outlined above, only represent a cross-section of the work being done by the College, it is through the passion and commitment of the College’s Council, staff, committees and dedicated members that have allowed us to continue Moving Forward. It is from this foundation upon which we build.

Rick Overeem, RMT, President

Corinne Flitton, BPHE, RMT, (Acting) Registrar
The Consortium of Massage Therapy Regulators for Inter-jurisdictional Competency Development (British Columbia, Newfoundland & Labrador and Ontario) completed the Entry-to-Practice Competency Profile, with the assistance of a grant from the Government of Canada, which was in turn endorsed and approved by the regulatory Colleges in Ontario, British Columbia and Newfoundland and Labrador. The profile indicates the learning environment in which educational programmes are to assess proficiency in each practice competency with possible environments being Academic, Simulated and Clinical; this information is intended to guide massage therapy educational programmes in structuring their practical and clinical coursework.

The College completed the Earnings Report survey, thereby supplying valuable information related to the economic status of the profession. This information will give us a benchmark to measure the changes that we hope will occur as a result of future actions we will undertake to enhance the economic viability of the profession. It can also be used by RMTs to see where they stand relative to the profession. The high participation rate of RMTs in responding to the survey was very encouraging and helpful.

In June of 2010 the College completed a Communications Evaluation. The project was lead by Ipsos-Reid with the primary purpose of supporting the strategic objective “Improve Information Access and Use”. The overall purpose of the proposed research was to provide the College with evidence-based research findings that would be instrumental in shaping the College’s communication philosophy, its multi-year communications plan, and the website redesign.

In line with many aspects of the 2009 Strategic Plan, and in order to establish a comprehensive understanding of the profession’s credibility, the Consortium Management Team commissioned Ipsos-Reid to carry out research among members of the general public and among other health professionals. The Consortium Management Team is a group comprised of a consortium of key leadership stakeholders from the College of Massage Therapists, the Registered Massage Therapists’ Association of Ontario (RMTAO), the Heads of Massage Therapy (HMT), and the Ontario Council of Private Massage Therapy Colleges (OCPMTC). This research will consequently serve as a baseline to measure changes in the profession’s credibility.

After discussion with the RMTAO and agreement to eliminate the role of the Joint Council/Board member, Council amended By-law No. 2 s. 2 (i) to reconfigure District 9 from consisting of the joint Council/Board
Member to that of a geographic District. District 9 will comprise of the City of Toronto, from the east side of Yonge Street, east to the former border of District 4, and District 4 as the City of Toronto from the west side of Yonge Street, west to the former western border of District 4.

Staff at the Ministry of Health and Long-Term Care have been working with the health regulatory Colleges of Ontario since 2008 to create a database that will provide the evidence needed for sound health human resources planning. The database is an initiative of the HealthForceOntario health human resources strategy. Massage Therapists contribute to it every year through the information they provide at initial registration and the annual renewal of registration. The Health Professions Database is a significant step towards having a truly representative snapshot of Ontario’s regulated healthcare workforce.

The College contracted EKOS Research Associates to evaluate the current QA programme in order to demonstrate that the current programme assists members in improving the quality of care they provide to the public; to determine if individual portions of the programme (peer assessment, self assessment and continuing education) aid and encourage members improving their quality of care to the public; as well as the current programme meeting the requirements of the RHPA.

Presentations were made to Council for information purposes by accreditation agencies; Council approved the Canadian Medical Association Conjoint Accreditation Process as the third party accreditation agency the College will apply to. The College has commenced working on the application.

By-law No. 8 currently allows for member registration suspension and revocation status to be posted on the College website in the Public Register. Recommendations were made to Council to also post the date a member changes their Registration status to Inactive and the date it was restored to a General Certificate and the current expiry date of the Certificate of Registration. The addition of the dates will assist the public in finding massage therapists who are permitted to practice, and the insurance companies with fraud prevention measures.

In order to further develop principled regulatory policy – to uphold the public’s interest and to guide registrants of the College in their clinical practice – the College began working in 2010 with OmniHealth and MonkeyTree Creative, both of which have a proven background and expertise in health policy development. As a regulator, the College must create policy which delineates the boundaries of professional conduct and what the Council of the College and the massage therapy profession deem to be ethical and accountable behaviour for registrants, in the interest of meeting the needs of the public and maintaining a trusted and credible profession.
Client Relations Committee

In 2010, the Client Relations Committee met three times. All committee members were new in their function; therefore one of the first priorities was to review the responsibilities of the Committee:

1. To develop, administer, and monitor the client relations programme, which must include measures for preventing or dealing with sexual abuse of clients;
2. To develop educational requirements for members, and guidelines for the professional interaction between members and clients;
3. To develop programmes or initiatives for promoting public knowledge and understanding about the College’s sexual abuse prevention plan;
4. To ensure that the College’s regulatory functions are accessible to the broad range of Ontario’s population;
5. To provide the Council and the Health Professions Regulatory Advisory Council with written reports describing the programme and any changes made;
6. To administer the funding programme, which provides therapy and counselling for persons sexually abused by members;
7. To verify that therapists and counsellors, who are providing therapy, and persons receiving the therapy or counselling under the funding programme, provide written signed statements confirming the therapist’s or counsellor’s training and experience – that therapy is being provided, and that the funds received are devoted to that purpose.

The following agenda items were considered and actions were taken: the Committee reviewed 2009 Complaints statistics. There were 52 new complaints received in 2009; 14 of the 52 complaints were regarding sexual abuse; 5 of those cases were referred to the Discipline Committee. The Committee agreed that the number of complaints is high considering the College’s zero tolerance policy.

The Committee also reviewed the Advanced Ethics Online Course. The members agreed that the case studies were not suitable to be presented to the general membership, since they did not represent the best examples of professional decision making. The cases are to be saved in the College’s archives, and the participants will be given a letter acknowledging their contribution. The course will no longer be offered through the College.

The Committee reviewed the College’s professionalism workshop. There were no issues with the content of the course, only the scheduling of the course in District # 1 and the future District # 9. The action taken is that only one workshop will be held in District # 1 in 2011, instead of 2. Two additional workshops will be added for District # 9 in 2011.

The Committee discussed potential policy gaps which may require clearer guidelines in the future. Some of the gaps identified were: Tipping; Bartering; Social Networking; Reduction of rates; Technique Standards;
Teaching Levels in Schools; Advertising; Discounts; Treating Family Members.

The Committee further reviewed HPRAC recommendations regarding the College’s website. Some of the suggestions considered: More Mac friendly; Separate information for the public and the members; Search engine to be included; Profiles of members should include modalities specialties.

The concept of joint regulation of a second profession under the auspices of the College was brought to the Committee for discussion. No concrete position was developed by the members.

**Discipline Committee**

This year showed an increase in referrals to the Discipline Committee. A new procedure has been put in place that any adjournment requests will need to appear before the panel, and if approved, the new hearing date will be made peremptory on the member. The member may also bear some of the costs for the adjournment hearing.

There is currently one case under appeal to the Ontario Appeals Court. This may take another year before there is a ruling.

The following chart compares the last three years:

<table>
<thead>
<tr>
<th>Discipline Case Load</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Cases</td>
<td>38</td>
<td>48</td>
<td>61</td>
</tr>
<tr>
<td>New Referrals to Discipline</td>
<td>27</td>
<td>21</td>
<td>29</td>
</tr>
<tr>
<td>Number of Cases Completed</td>
<td>11</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>Number of Cases at Year End</td>
<td>27</td>
<td>32</td>
<td>50</td>
</tr>
</tbody>
</table>

Of the 11 cases completed there were:
- 4 guilty pleas
- 3 surrender of license agreements
- 1 withdrawal of allegations
- 3 contested hearings

From the completed cases, the nature of the allegations involved:
- Sexual abuse (2)
- Incompetence (1)
- Treating a condition beyond the member’s competence (1)
- Contravening the Standards (3)
- Failing to maintain records (6)
- Falsifying records (2)
- Practicing while suspended (3)
- Submitting an account or charge for service that the member knew was false (1)
- Signing or issuing, in the member’s professional capacity, a document that the member knows contains false statements (4)
- Conduct unbecoming (2)
- Disgraceful, dishonourable, and unprofessional (9)
- Contravening the Act (1)
- Receiving benefit from practice while suspended (1)

The Discipline Committee also had a training session with Janet Leiper that focused on a debriefing of the previous year and current trends in administrative law.

The College’s staff developed a Discipline manual, which is a reference book for the panel. The book is an excellent resource for both new and experienced panel members.

**Executive Committee**

The Executive Committee met 17 times in 2010, with a combination of in-person meetings and teleconferences. Executive continued with its monitoring and oversight role for strategic and financial planning for the College.

With the addition of new Council members, the Executive Committee was committed to further training for Council on governance and introduced learning
plans, as well as mentoring for Council members. It formalized an evaluation process for the Registrar which will be taken to Council for approval.

The Executive Committee was involved in the ongoing development and actions of the strategic plan for both the College and the Profession and, in addition to the RMT management meetings to further the profession’s strategic plan, met with the Heads of Massage Therapy, Community Colleges of Ontario to discuss the Inter-jurisdictional Competency Standards and other concerns.

The Executive Committee endorsed the Inter-jurisdictional competency document which was approved by Council.

Fitness to Practice Committee

The Fitness to Practice Committee was not required to meet this year, as there were no matters for consideration.

Inquiries Complaints and Reports Committee (ICRC)

The members of the Inquiries Complaints and Reports Committee (ICRC) continue to work diligently – dedicated and focused on excellence with respect to protecting the public interest at all times; to serve the members of the College; and ultimately to promote the highest possible quality of the practice of massage therapy in a safe and ethical manner.

The ICRC Committee was comprised of two panels: Panel A, and B which included the following members:

Panel A  Chair, James Lee, Public member of Council, Lloyd White, Public member of Council, Darren Stevens, Professional member of Council (Feb. to June), Dave Janveau, Professional member of Council (July to Dec), Deny Brulotte, Non-Council Professional member.

Panel B  Chair, James Lee, Public member of Council, Romila Gupta, Public member of Council, Alois Nikodym, Professional member of Council, Andrew Komer, Professional Non-Council Professional member, Joanna Kent, Professional Non-Council Professional member.

The Panels met 13 times in 2010 and early in 2011; in addition conducted 18 teleconferences.

During the course of the year, the Panels jointly reviewed 91 complaint matters and 106 Registrar Report Investigations. Of the 91 complaint matters, 61 cases were new complaints received in 2010. Of the 106 Registrar Report Investigations, 45 were new investigations which commenced in 2010. The combined Panels completed 105 cases (56 complaints and 49 Registrar Report Investigations).

Quality Assurance Committee

The Quality Assurance Committee conducted 4 meetings during the 2010 calendar year. Considerable time was spent in the meetings to review peer assessment activity.

The projected number of peer assessments for 2010 was 1000. By year end, 779 peer assessments were completed, which is 78% of the target for the year. Of the 779 peer assessments completed in 2010, 539 or 69% required no further action. Following are the tabulated results of the remaining actionable assessments:

- 154 members (19.8%) received a Letter 1 – a reminder of the improvements required.
- 79 members (10.1%) received a Letter 2 – a request that the member send to the College documentation of the required changes.
• 7 members (10%) received a Letter 3 + 4 – outlines remediation required by the member and a notification of a re-assessment at a later date.

Further peer assessment issues included: two members who were referred to the Inquiries, Complaints and Reports Committee for further action.

Members in completing their CEU cycle on October 31, 2010 were required to complete the CEU reporting form by December 31, 2010. Out of the 1776 members, 79% or 1,496 members completed the CEU reporting form by the deadline. The average number of CEUs reported by members this year was 54. The minimum required is 30 CEUs in a cycle.

The process of a complete quality assurance programme evaluation was commenced in the latter months of 2009 and completed in the spring of 2010. The findings of this comprehensive evaluation of the quality assurance programme were reported to Council in 2010. As a result of this review, and based on several recommendations, the quality assurance programme will experience slight modifications to improve and enhance the programme for its members.

Registration Committee

The purpose of the Registration Committee is to verify that all applicants meet the requirements for registration, both applicants from within Canada and internationally-educated applicants. The committee reviews and makes decisions regarding applications on a case-by-case basis.

The Registration Committee held 6 meetings in 2010. Registration Services through its processes verifies that all applicants, both from within Canada and internationally-educated applicants meet the requirements for registration as set out in Regulation. The Registration Committee has a statutory duty to review and make decisions about applications which have been referred to it by the Registrar, on a case-by-case basis.

In 2010, there was one registration application for which the Registration Committee imposed terms, conditions and limitations on the members’ registration with the College and there were no registration applications for which the Registration Committee refused to register. The Committee also reviewed credential and prior learning assessment results of nine applicants from other jurisdictions: two applicants were directed to take the bridging programme; four were directed to apply to an approved massage therapy programme; and three were eligible to take the certification examinations with the College of Massage Therapists of Ontario.

The Registration Committee also reviewed proposed amendments to Registration Regulation under Ontario Regulation 864/93, and submitted the draft regulation to the Ministry of Health for consideration.

As of December 31, 2010, the College had 10,130 members: 9291 members with a General Certificate and 839 members with Inactive Certificates.

Appeals Committee

The Appeals Committee met twice during 2010, once for committee orientation purposes and the second to render a decision on an appeal submission. The Committee reviewed the submissions of 1 exam candidate. One of the following actions may be taken by the Appeals Committee, based upon evidence presented and considered: grant the appeal; deny the appeal; 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.

During the course of 2010: 1 request for appeal was presented to the Committee; 0 appellants appeared before the panel; 1 appeal was denied.
2010
College Facts and Stats

Registration

- Total Number of Registrants

- Registrants by Age

Back to Contents
 Registrants by Number of Years in Practice

 Registrants by District and Type of Certificate

<table>
<thead>
<tr>
<th>District</th>
<th>1 - 5</th>
<th>6 - 10</th>
<th>11 - 15</th>
<th>16 - 20</th>
<th>21 - 25</th>
<th>&gt; 26</th>
</tr>
</thead>
<tbody>
<tr>
<td>District 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,500</td>
</tr>
<tr>
<td>District 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,000</td>
</tr>
<tr>
<td>District 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,500</td>
</tr>
<tr>
<td>District 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,000</td>
</tr>
<tr>
<td>District 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,500</td>
</tr>
<tr>
<td>District 6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,000</td>
</tr>
<tr>
<td>District 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>500</td>
</tr>
<tr>
<td>District 8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>District 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

General Certificate
Inactive Certificate
**Certification Examinations**

**Examination Stats Summary**

<table>
<thead>
<tr>
<th></th>
<th>Attempts</th>
<th>Candidates</th>
<th>Passes</th>
<th>Pass / Attempts</th>
<th>Pass / Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSCE</td>
<td>1230</td>
<td>1099</td>
<td>914</td>
<td>74%</td>
<td>83%</td>
</tr>
<tr>
<td>MCQ</td>
<td>1203</td>
<td>1121</td>
<td>1049</td>
<td>87%</td>
<td>94%</td>
</tr>
</tbody>
</table>

All schools excluding non-standard applicants and closed schools

**Appeals Volumes**

![Graph showing appeals volumes from 2005 to 2010]
Complaints

New Complaints

- Sexual abuse
  - Inappropriate touch of a sexual nature: 5
  - Sexual relations with a client: 1
- Failing to comply with standards of practice
  - Use of excessive pressure causing injury: 4
  - Causing a friction burn: 1
  - Inappropriate draping: 2
  - Failing to provide the treatment requested: 1
- Unprofessional conduct
  - Withholding wages owed: 1
  - Rude and/or slanderous/inappropriate communications: 13
  - Breach of Confidentiality: 4
  - Failing to respond to a clients request for records: 2
  - Inappropriate placement of mirrors in the treatment room: 2
  - Excessive fees: 1
  - Solicitation of clients: 1
  - Failing to respond to a request for client health records: 1
  - Failing to arrange for the transfer of client health records: 1
  - Failing to attend scheduled appointments: 1
  - Advertising/offering discounted fees: 1
- Practising outside the scope: 1
- Failing to maintain records: 7
- Client Abandonment: 2
- Falsifying a record: 3
- Practising while suspended: 6

TOTAL: 61

Number of New Complaints by Type

- Practicing while suspended: 6
- Falsifying a record: 3
- Client Abandonment: 2
- Failing to maintain records: 7
- Practising outside the scope: 1
- Total Sexual abuse complaints: 6
- Total failing to comply with the Standards of Practice complaints: 8
- Total unprofessional conduct complaints: 28
Source of New Complaints

- General Public: 31
- Other members of the profession: 13
- Insurance Company: 14
- Other health professionals: 3

Dispositions

- Withdrawn cases: 6
- Referral to the Discipline Committee: 12
- Verbal Caution: 2
- Undertakings/Agreements: 4
- Imposition of Specified Continuing Education Programs: 10
- Letters of Recommendations for a member’s practice: 7
- No further action taken by the panel: 15

*35 cases carried over to 2011
EXECUTIVE SUMMARY – BELLA FIN, RMT
DISCIPLINE HEARING CONDUCTED
JANUARY 25, 2010

THE CHARGES

The member, Bella Fin, MT, was charged with six counts of professional misconduct; namely that she:

a. Failed to maintain records as required;
b. Falsified records;
c. Signed or issued records known to be false;
d. Submitted a false and misleading account;
e. Failed to provide adequate information to the College; and
f. Engaged in disgraceful, dishonourable or unprofessional conduct.

THE PLEA

Ms. Fin entered a plea of guilty to the allegations of failing to keep proper records (count 1), falsifying records (count 2), submitting a false or misleading account (count 4), and engaging in disgraceful, dishonourable or unprofessional conduct (count 6). Following the plea, the charges of issuing false records and failing to provide accurate information to the College (counts 3 and 5) were withdrawn. The member was represented by legal counsel.

THE FACTS

Evidence was presented by way of an Agreed Statement of Facts. The evidence disclosed that the member has been a member of the College for more than 20 years and has worked at a variety of clinics located in Thornhill, North York, Toronto, and Richmond Hill.

In December of 1999, three members of the same family, D.C., O.C., and A.C., were involved in a motor vehicle accident. On March 17, 2000, the member issued three accounts for massage therapy services rendered to the three family members. Each of the accounts indicated that the member saw D.C., O.C., and A.C. (a mother, father, and their 12 year old daughter) on at least 45 different occasions between December 1999 and April 2000. The member charged $80.00 per session for a total of $3,600.00 for each family member. The member personally signed each of the accounts and recorded her registration number on the face of each.

The member admitted that, while she did not provide massage therapy services to O.C. and A.C., she nevertheless rendered accounts in their names to insurance companies. She acknowledged that the accounts were false and misleading in that regard. During the course of the investigation, the member was also unable to produce any clinical notes and records to indicate that she had provided services to any member of the family.
On April 10, 2000, the member issued three separate official receipts, each dated April 10, 2000, made out to each of D.C., O.C., and A.C. in the amount of $3,600.00. One of the receipts was issued to D.C. who was 12 years old at the time. The receipts each bore the member’s signature and registration number. The member admitted that none of the family members provided her with any funds and that she did not provide the receipt to any of the family members.

As a result of the foregoing, the member admitted to being guilty of, inter alia, falsifying a record (count 2) and submitting accounts for services that she knew were false and misleading (count 4).

RECORD-KEEPING DEFICIENCIES

During the course of the College’s investigation, and during a number of interviews with investigators and College officials, the member informed the College that she did not take notes in car accident cases, that she did not usually take a history if the client had been involved in an accident even though she knew that she should, that she did not use an appointment book, and that her files were a mess. She was unable to produce 8 of the 15 files requested of her. In connection with a number of other clients the member explained that, in one case, she did not have a file because the client “came to the clinic only once for a half hour treatment to give the massage a try”, and in another, the client came only once or twice and she didn’t think that he had paid. She also admitted during the course of an interview that she knew that she did not “do everything right”. In a subsequent interview with the College representative the member advised that she was aware that her record-keeping was deficient and that she failed to keep an appointment book.

Accordingly, the member admitted that she was guilty of failing to keep records as required (count 1).

Finally, the member acknowledged that her conduct in failing to maintain appropriate records and knowingly issuing false and misleading accounts and receipts would generally be regarded by members of the profession as disgraceful, dishonourable, or unprofessional (count 6).

THE FINDING OF GUILT

On the basis of the member’s guilty plea and its review of the Agreed Statement of Facts, the panel of the Discipline Committee found the member guilty of four counts of professional misconduct.

THE SENTENCING HEARING

Immediately following the acceptance of the plea, a sentencing hearing was conducted for the panel of the Discipline Committee. The member and the College presented a Joint Submission Respecting Penalty and Costs to the Discipline panel. Upon consideration of the Joint Submission and upon hearing the submissions of counsel for the member and the College, the panel accepted the Joint Submission and imposed the following penalty:

1. A nine month suspension of the member’s certificate of registration to commence immediately and to be served consecutively without interruption;

2. An Order directing the member to pay to the College the sum of $20,000 towards legal fees and other costs incurred by the College in the course of investigating and prosecuting the matter;

3. An Order directing the Registrar to impose the following terms, conditions, and limitations on the member’s certificate of registration:

   a. Ms. Fin to successfully complete college courses on record-keeping and professionalism.

   b. Ms. Fin shall provide the College upon completion of the courses with a written report to the College describing what she has learned through the courses, how her conduct reflects...
upon herself and the profession, and how her conduct relates to the Charter of Professionalism. The report, in whole or in part, or a summary thereof, may be published in the College Standard or such other College publication as deemed appropriate.

c. Upon reinstatement of her certificate of registration following the completion of her suspension, the member shall submit to an inspection of her practice at her own expense by a designated College representative on up to two occasions within a 24 month period following the date of reinstatement.

d. The results of the hearing shall be published in the public portion of the College register in the ordinary course and in the annual report or such other publications as the College deems advisable.

e. Notwithstanding paragraph one, the suspension of the member’s certificate of registration shall continue indefinitely until such time as the member has complied with subparagraphs A through C.

4. A public and recorded reprimand, and an Order that the results of the hearing be included in the public portion of the College register.

In its reasons for imposing the sentence, the Discipline panel was extremely troubled by the conduct of the member, with particular reference to the submission of false or misleading accounts and the issuance of fraudulent receipts. They referred to her behaviour as “reprehensible”. When coupled with the fact that the member’s records were incomplete, inadequate, and in violation of numerous provisions of the College standards, the panel was of the view that only a significant period of suspension, the payment of considerable costs, and ongoing inspections of the member’s practice would send a message to the profession that such conduct will not be tolerated.

In its decision not to impose an even greater penalty, the panel noted that the member had presented several favorable character and reference letters, the fact that this was the member’s first appearance before the Discipline Committee, the fact that the member had agreed to enter a guilty plea and thereby shortened the proceedings considerably, as well as the fact that the member had recently been diagnosed with a serious medical condition.

EDITORIAL NOTE

The Fin proceeding, like others that have come before, dealt with the significant issue of falsification of invoices and records in relation to insurance billings and submissions for payment. The College has adopted a Zero Tolerance Policy towards violations of this kind. The regulated massage therapy industry cannot survive without the cooperation and support of Ontario’s insurers. Conduct of the nature found in the Fin case can only serve to undermine the confidence of the insurance industry in the regulated profession of massage therapy. The College will be seeking significant periods of suspension, or worse, if members come before it who are found guilty of these kinds of offences.

EXECUTIVE SUMMARY – CHRISTOPHER ALGER
DISCIPLINARY HEARING CONDUCTED
JUNE 7, 2010

The Member, Christopher Alger, RMT, was charged with the following counts of professional misconduct:

1. Failing to keep records as required;

2. Failing to cooperate with the Quality Assurance Committee;

3. Engaging in conduct or performing an act in the course of practising the profession that, having
regards to all circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional;

4. Engaging in conduct that would reasonably be regarded by members as conduct unbecoming a massage therapist.

THE PLEA

The College stayed allegation #4, and the Member entered a guilty plea in relation to the other allegations of professional misconduct.

THE FACTS

Evidence was presented by way of an Agreed Statement of Facts.

The Member was contacted by a peer assessor assigned to assess his practice. The Member advised that he did not wish to participate in the peer assessment because he had already been assessed twice in his 16 years of practice and no concerns had been identified. A College investigator subsequently tried to arrange a meeting with the Member, and had difficulty doing so. When they finally met, the Member did not bring the appointment book and treatment records he had agreed to bring.

On a number of occasions, the Member provided massage therapy services to clients but did not complete treatment notes for those massage therapy services.

FINDING OF GUILT

On the basis of the Member’s guilty plea and its review of the Agreed Statement of Facts, the panel of the Discipline Committee found the Member guilty in relation to the allegations of professional misconduct set out above under numbers 1, 2 and 3.

THE SENTENCING HEARING

The College and the Member disagreed as to an appropriate penalty. The College submissions suggested a suspension for a period of two consecutive months; the imposition of terms, conditions and limitations on the Member’s Certificate of Registration, including enrolment in the College’s Professionalism Workshop and Record-Keeping Workshop, and a re-inspection of his practice at his own expense; and a public and recorded reprimand. The Member submitted that it would be appropriate to take the Record-Keeping Course, but did not agree with any other conditions.

The panel deliberated and reached the following decision on penalty:

1. The Member’s Certificate of Registration shall be suspended for a period of two consecutive months, which shall commence within 90 days from the date of the hearing. The Member may remit 30 days of his suspension if he complies with the Terms, Conditions, and Limitations imposed on his Certificate of Registration.

2. The following Terms, Conditions and Limitations shall be imposed on the Member’s Certificate of Registration:
   a. The Member shall enrol in and successfully complete, at his own expense, the next available College Professionalism Workshop and Record-Keeping Workshop, and provide satisfactory evidence of the same;
   b. The Member shall enrol in and successfully complete, at his own expense, a Registrar-approved Record-Keeping Course within three months of the date of the hearing, and provide satisfactory evidence of the same;
   c. The Member will write a two-to-three-page report after taking both workshops that reflects on his learning and addresses the importance of the Quality Assurance Programme, to be submitted to the College Registrar;

d. The Member must submit to an inspection of his practice, at his own expense, within six months of completing the above-noted course work.

3. The Member shall receive a public and recorded reprimand.

4. Publication of the decision in the usual course.

With respect to costs, the panel ordered the Member to pay the College costs in the amount of $1,000, to be paid in 24 equal instalments by post-dated cheque.

In its Reasons, the panel noted that the Member made a conscious choice not to comply with the College’s original directive and was not professional in his dealings with the College. A member cannot pick and choose which standards he will follow, and a suspension is reasonable when a member chooses to disregard the governing rules and regulations of the profession. The Quality Assurance programme is one of the ways that the College protects the public and the Member behaved inappropriately by refusing to participate in the process. The Committee further noted that the Member’s actions necessitated an investigation and subsequent discipline hearing, which are costly proceedings. The panel took into account that the Member agreed to the facts, which reduced the need for a lengthy trial.

EXECUTIVE SUMMARY – JENNIFER MATTAR
DISCIPLINARY HEARING CONDUCTED
NOVEMBER 24, 2010

The former Member, Jennifer Mattar, was charged with the following counts of professional misconduct:

1. Contravening the Regulated Health Profession’s Act and s.26 paragraph 41 of the Professional Misconduct Regulations by continuing to practise and holding herself out as a member of the profession while suspended;

2. Receiving a benefit from the practise of the profession while suspended without making full disclosure to the College and obtaining prior approval;

3. Issuing in her professional capacity a document that the former Member knew contained a false or misleading statement;

4. Engaging in conduct that, having regard to all circumstances, would reasonably be regarded by Members as disgraceful, dishonourable or unprofessional.

THE PLEA

The Member entered a guilty plea in relation to the allegations and contested the costs sought by the College.

THE FACTS

Evidence was presented by way of an Agreed Statement of Facts.

The Member obtained her Certificate of Registration from the College of Massage Therapists of Ontario (the “College”) in 1998. On July 9, 2007, the Member was notified that she had failed to complete her “Target Level Submission Form” and to forward the $30 administrative fee. On October 23, 2007, the Member was notified that her Certificate of Registration was suspended effective October 25, 2007. Ms. Mattar did not pay any of the outstanding fees or attempt to renew her Certificate of Registration for 2008, 2009 or 2010. On February 16, 2010, Ms. Mattar was notified that her Certificate of Registration had been revoked. The College became aware that Ms. Mattar was practising while suspended and as a result of investigations learned that Ms. Mattar had issued receipts bearing her name, signature and RMT designation. The College also
received information from various clients of Ms. Mettar’s advising that she continued to issue receipts bearing her RMT number as recently as September, 2010.

**FINDING OF GUILT**

On the basis of the Member’s guilty plea and its review of the Agreed Statement of Facts, the Panel of the Discipline Committee found the Member guilty of:

a. continuing to practice massage therapy and holding herself out as a Registered Massage Therapist while her Certificate of Registration was suspended and/or revoked;

b. receiving a benefit from the practise of the profession while her Certificate of Registration was suspended and/or revoked without making full disclosure to the College and obtaining prior approval;

c. signing or issuing in a professional capacity or failing to prevent her Staff from issuing a document that she knew contained a false or misleading statement; and

d. engaging in conduct in accordance with practising the profession that, having regard to all of the circumstances, would reasonably be regarded by Members as unprofessional.

**THE PENALTY**

The Member and the College presented a joint submission as to penalty, which, except as to costs, was accepted by the Panel of the Discipline Committee, as follows:

1. Ms. Mattar shall be prohibited from reapplying for a Certificate of Registration for one year commencing November 24, 2010.

2. If Ms. Mattar reapplies, a mental health professional will be required to state that she is capable of working in the massage therapy profession; and

3. If Ms. Mattar reapplyes and is granted a Certificate to re-enter the profession, her practice will undergo an inspection within one year of her reinstatement, at her expense to a maximum of $200;

4. Ms. Mattar will immediately cease marketing, advertising or holding herself out as a Registered Massage Therapist; and

5. The Member shall receive a public and recorded reprimand.

In addition, after a contested hearing on costs, the Panel ordered costs in the amount of $2,500 payable by Ms. Mattar to the College, in addition to an outstanding costs order of $1,000 from the previous adjournment. The Panel permitted the costs award to be fulfilled in $500 installments starting December, 2010.

**EXECUTIVE SUMMARY – DOUGLAS NAVE**

**SURRENDER AGREEMENT**

**MARCH 17, 2010**

Douglas Nave (the “Member”) was charged by the College with, among other things, two counts of sexual abuse. The incidents involved two female patients who attended the Member’s clinic in Barrie, Ontario on August 22, 2006 and February 10, 2007, respectively. During both massage therapy sessions, the member inappropriately performed breast massages without prior informed consent and/or without any clinical indications for performing such a procedure.

The first incident occurred on August 26, 2006. According to the client, who attended the Member’s
In a form acceptable to the College. His apology is as follows:

Mr. Nave well knows that he is responsible for his actions. His actions here were not intended to be salacious or degrading to [the complainant]. He thought there would be a benefit from the procedure, as he had done it many times before on patients who had specifically consented to it. He did not, however, ensure that [the complainant] was specifically consenting as the law and standards of his profession require.

Shortly after his sentence was delivered in the criminal proceedings, Mr. Nave attempted to resign from the College. In exchange for the College agreeing to stay the disciplinary proceedings against him, Mr. Nave indicated a willingness to enter into an undertaking/agreement with the College which would require him to, among other things, immediately surrender his Certificate of Registration and to forever withdraw from the practice of massage therapy as a registered and/or regulated massage therapist anywhere in Canada and the United States in the future. The Member also agreed to apologize to each of the complainants in writing.

I want to convey my sincere apology to you for performing a breast massage without ensuring that I had your clear and informed consent. I accept full responsibility for the situation that I have caused. It was never my intent to cause you any discomfort or harm. However, I appreciate that I did not meet the standards expected of me by the public and the College of Massage Therapists of Ontario and for this I sincerely apologize.

As a consequence of this matter, and after having given it much thought and in light of the long and costly legal process, and the stress, I have resigned from the College and so I am no longer working as a Registered Massage Therapist. This experience, however, has been a learning opportunity and I am taking its lessons into the rest of my working career so that whatever I do I will not put anyone into such a difficult position again.

Again, I am truly sorry for my actions.
Finally, it is a term of the Undertaking/Agreement that, should the Executive Committee of the College determine that the Member has failed to abide by any of the terms of the agreement, the Executive Committee and/or the Complaints Committee may reactivate the proceedings relating to allegations of sexual abuse or initiate new proceedings relating to breach of the Undertaking/Agreement.

Editorial Note

The College has a zero tolerance policy for failing to maintain professional boundaries and/or committing acts constituting sexual abuse as defined in the Health Professions Procedural Code. Whether or not complaints of sexual abuse are referred to the police, the College will take whatever steps are necessary to ensure that members who engage in this kind of behavior will be subject to lengthy suspensions; required to repay the College’s investigative, administrative and legal costs; pay for the costs of therapy or counseling for victims of sexual abuse; and, in appropriate cases, will have their Certificates of Registration revoked.

Notice of Resignation – Lee-Anne Widawski, RMT

By decision of a panel of the Inquiries, Reports and Complaints Committee dated August 21, 2009 Ms. Widawski was referred to the Discipline Committee in relation to the following allegations of professional misconduct stemming from a complaint received by the College from her client, A.C.:

1. Sexual abuse of a patient, A.C. thereby committing an act of professional misconduct under clause 51(1)(b.1) of the Regulated Health Professions Procedural Code;
2. Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable, or unprofessional pursuant to paragraph 44 of section 26 of Ontario Regulation 544/94, as amended (the “Professional Misconduct Regulation”); and
3. Engaging in conduct that would reasonably be regarded by members as conduct unbecoming a massage therapist contrary to paragraph 49 of section 26 of the Professional Misconduct Regulation.

On May 31, 2010, Ms. Widawski entered into an Undertaking with the College whereby she agreed to surrender her Certificate of Registration and to forever withdraw from the practice of massage therapy as a massage therapist in the province of Ontario, or elsewhere in Canada and the United States, in lieu of the College staying the discipline proceedings in relation to the allegations outlined above. Ms. Widawski also admitted to an Agreed Statement of Facts in respect of this matter which set out facts she acknowledged would amount to the specified allegations of professional misconduct as alleged.

The specific terms of the Undertaking to which Ms. Widawski has agreed, include:

1. Surrender her Certificate of Registration with the College;
2. Refrain from practising and/or holding herself out as a registered and/or regulated massage therapist anywhere in Canada;
3. Refrain from applying for the reinstatement of her Certificate of Registration with the College, or from applying for registration with any other licensing body governing the practice of massage therapy in any other jurisdiction within Canada and the United States; and
4. The terms of the Undertaking/Agreement with the College will be published in the College’s routine publications.
Notice of Resignation – Leanna Bassels RMT

By decision of a panel of the Executive Committee dated November 17, 2008 Ms. Bassels was referred to the Discipline Committee in relation to the following allegations of professional misconduct:

1. Failing to keep records as required, in accordance with Section 26, Paragraph 26 of Ontario Regulation 544/94, as amended;

2. Signing or issuing in the member’s professional capacity, a document that the member knows contains a false or misleading statement, in accordance with Section 26, Paragraph 29 of Ontario Regulation 544/94, as amended;

3. Contravening a term, condition or limitation imposed on the member’s Certificate of Registration, pursuant to Section 26, Paragraph 5 of Ontario Regulation 544/94 as amended and;

4. Engaging in conduct that would reasonably be regarded by members as conduct unbecoming a massage therapist, pursuant to Section 26, Paragraph 49 of Ontario Regulation 544/94, as amended.

On January 20, 2010, Ms. Bassels entered into an Undertaking with the College whereby she agreed to surrender her Certificate of Registration and to forever withdraw from the practice of massage therapy as a massage therapist in the province of Ontario, or elsewhere in Canada and the United States, in lieu of the College staying the discipline proceedings in relation to the allegations outlined above. Ms. Bassels denied the allegations in respect of this matter.

The specific terms of the Undertaking to which Ms. Bassels agreed to included:

1. Surrender her Certificate of Registration with the College;

2. Refrain from practising and/or holding herself out as a registered and/or regulated massage therapist anywhere in Canada;

3. Refrain from applying for the reinstatement of her Certificate of Registration with the College, or from applying for registration with any other licensing body governing the practice of massage therapy in any other jurisdiction within Canada and the United States; and

4. The terms of the Undertaking/Agreement with the College will be published in the College’s routine publications.
The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2010, the summary statement of operations and summary statement of changes in net assets for the year then ended, and related note, are derived from the audited financial statements of the College of Massage Therapists of Ontario for the year ended December 31, 2010. We expressed an unmodified audit opinion on those financial statements in our report dated May 16, 2011.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the College of Massage Therapists of Ontario.

Management’s Responsibility for the Summary Financial Statements
Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note to the summary financial statements.

Auditor’s Responsibility
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, “Engagements to Report on Summary Financial Statements”.

Opinion
In our opinion, the summary financial statements derived from the audited financial statements of the College of Massage Therapists of Ontario for the year ended December 31, 2010 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.

Chartered Accountants
Licensed Public Accountants
Toronto, Ontario
May 16, 2011
### Summary Statement of Financial Position

<table>
<thead>
<tr>
<th>December 31</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cash and cash equivalents</td>
<td>6,827,238</td>
<td>5,316,197</td>
</tr>
<tr>
<td>• Investments</td>
<td>235,696</td>
<td>205,873</td>
</tr>
<tr>
<td>• Prepaid expenses</td>
<td>-</td>
<td>31,982</td>
</tr>
<tr>
<td>ASSETS</td>
<td>7,062,934</td>
<td>5,554,052</td>
</tr>
<tr>
<td>Investments</td>
<td>2,369,623</td>
<td>2,287,139</td>
</tr>
<tr>
<td>Capital assets</td>
<td>351,246</td>
<td>335,526</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Accounts payable and accrued liabilities</td>
<td>883,482</td>
<td>1,045,119</td>
</tr>
<tr>
<td>• Deferred membership fees</td>
<td>5,349,410</td>
<td>4,737,345</td>
</tr>
<tr>
<td>LIABILITIES</td>
<td>6,232,892</td>
<td>5,782,464</td>
</tr>
<tr>
<td>Lease inducements</td>
<td>120,546</td>
<td>117,437</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invested in capital assets</td>
<td>351,246</td>
<td>335,526</td>
</tr>
<tr>
<td>Unrestricted - cumulative excess of revenues over expenses</td>
<td>2,996,760</td>
<td>1,869,093</td>
</tr>
<tr>
<td>Unrestricted - cumulative net unrealized gain on available for sale financial assets</td>
<td>82,359</td>
<td>72,197</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>3,430,365</td>
<td>2,276,816</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>9,783,803</td>
<td>8,176,717</td>
</tr>
</tbody>
</table>

### Summary Statement of Operations

<table>
<thead>
<tr>
<th>Year ended December 31</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Membership fees</td>
<td>5,738,070</td>
<td>5,185,572</td>
</tr>
<tr>
<td>• Examination fees</td>
<td>1,158,760</td>
<td>885,020</td>
</tr>
<tr>
<td>• Investment income</td>
<td>117,211</td>
<td>132,075</td>
</tr>
<tr>
<td><strong>Revenues</strong></td>
<td>7,014,041</td>
<td>6,202,667</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Council and committees</td>
<td>182,938</td>
<td>150,451</td>
</tr>
<tr>
<td>• Complaints and discipline</td>
<td>707,570</td>
<td>661,432</td>
</tr>
<tr>
<td>• Communications</td>
<td>452,407</td>
<td>114,820</td>
</tr>
<tr>
<td>• Examinations</td>
<td>907,500</td>
<td>892,027</td>
</tr>
<tr>
<td>• Professional fees</td>
<td>149,822</td>
<td>160,894</td>
</tr>
<tr>
<td>• Consulting fees</td>
<td>461,809</td>
<td>413,049</td>
</tr>
<tr>
<td>• Quality assurance</td>
<td>151,817</td>
<td>163,082</td>
</tr>
<tr>
<td>• Rent and operating costs</td>
<td>287,453</td>
<td>275,338</td>
</tr>
<tr>
<td>• Office and general</td>
<td>597,393</td>
<td>565,955</td>
</tr>
<tr>
<td>• Amortization</td>
<td>98,936</td>
<td>93,799</td>
</tr>
<tr>
<td>• Salaries and benefits</td>
<td>1,873,009</td>
<td>1,749,981</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td>5,870,654</td>
<td>5,240,828</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenses for year</strong></td>
<td>1,143,387</td>
<td>961,839</td>
</tr>
</tbody>
</table>
## Summary Statement of Changes in Net Assets

<table>
<thead>
<tr>
<th>Year ended December 31</th>
<th>Invested in Capital Assets $</th>
<th>Unrestricted Excess of Revenues Over Expenses $</th>
<th>Unrestricted Net Unrealized Gains on Available for Sale Financial Assets $</th>
<th>2010 Total $</th>
<th>2009 Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance, beginning of year</td>
<td>335,526</td>
<td>1,869,093</td>
<td>72,197</td>
<td>2,276,816</td>
<td>1,244,124</td>
</tr>
<tr>
<td>Excess (deficiency) of revenues over expenses for year</td>
<td>(98,936)</td>
<td>1,242,323</td>
<td>-</td>
<td>1,143,387</td>
<td>961,839</td>
</tr>
<tr>
<td>Purchase of capital assets</td>
<td>114,656</td>
<td>(114,656)</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,420,203</td>
<td>2,205,963</td>
</tr>
<tr>
<td>Balance, end of year</td>
<td>351,246</td>
<td>2,996,760</td>
<td>82,359</td>
<td>3,430,365</td>
<td>2,276,816</td>
</tr>
</tbody>
</table>

Accumulated gains (losses) included directly in the statement of changes in net assets:

- Unrealized gains (losses) on available for sale financial assets arising during the year:  -

- Reclassification adjustment for gains included in excess of revenues over expenses:

  - (6,958)

- 10,162

Balance, end of year: 351,246 2,996,760 82,359 3,430,365 2,276,816

### Note to Summary Financial Statements: Basis of presentation

These summary financial statements have been prepared from the audited financial statements of the College of Massage Therapists of Ontario (the “College”) for the year ended December 31, 2010, on a basis that is consistent, in all material respects, with the audited financial statements of the College and reduces cash flow information and information disclosed in the notes to the financial statements. Complete audited financial statements are available upon request from the College.
2011 Council

Nancy Engstrom, RMT
Romilla Gupta
Lesley Hargreaves, RMT
David Janveau, RMT
James Lee
Hedy Miszuk
Alois Nikodym, RMT
Rick Overeem, RMT
Robert Pletsch
Karen Redgers, RMT
Chris Semenuk, RMT
Karen Sosnowski, RMT
Darren Stevens, RMT
Lloyd White
Executive
Rick Overeem, RMT - President
David Janveau, RMT - Vice President
Robert Pletsch, public member - Executive Member

Appeals
Lloyd White, public member - Chair
Karen Sosnowski, RMT
Nancy Engstrom, RMT
James Lee, public member
Erin Redden, RMT (non-council)

Client Relations
Lloyd White, public member - Chair
James Lee, public member
Lesley Hargreaves, RMT
Erin Redden, RMT (non-council)

ICRC
James Lee, public member - Chair
Darren Stevens, RMT
Alois Nikodym, RMT
David Janveau, RMT
Lloyd White, public member
Romilla Gupta, public member
Chantel Therese Missen, RMT (non-council)
Joanna Kent, RMT (non-council)
Vacant (non-council)

Discipline
Karen Redgers, RMT - Chair
Nancy Engstrom, RMT
Rick Overeem, RMT
Hedy Miszuk, public member
Robert Pletsch, public member
Public member (TBD)
Nicole Fink, RMT (non-council)
Tammy Peterson, RMT (non-council)
Kimberley Westfall-Connor, RMT (non-council)

Fitness to Practice
Hedy Miszuk, public member - Chair
Karen Redgers, RMT
Nicole Fink, RMT (non-council)

Quality Assurance
Nancy Engstrom, RMT - Chair
Karen Sosnowski, RMT
Romilla Gupta, public member
Lloyd White, public member
Chantel Therese Missen, RMT (non-council)

Registration
Hedy Miszuk, public member - Chair
Romilla Gupta, public member
Chris Semenuk, RMT
Darren Stevens, RMT
Tammy Peterson, RMT (non-council)
2011 Staff

Registrar (Acting)  Corinne Flitton
Deputy Registrar (Acting)  Pauline Walters
Associate, Registration Services  Carlington Clarke
Associate, Registration Services  Deepika Sriramesh
Associate, Registration and Certification Services  Shyam Pirtam
Associate, Professional Conduct  Elizabeth Ceci
Content Specialist, Certification Services  Simone Valere
Coordinator, Certification Services  Rebecca Samms
Coordinator, Corporate Services  Flo Meingast
Coordinator, Professional Conduct  Kathryn Ho
Coordinator, Professional Practice  Grace Nicer
Director, Registration and Certification Services  Penny Connors
Director, Professional Practice  Shona Hunter
Executive Assistant, Registrar’s Office  Deborah Smith
Investigations Specialist, Professional Conduct  Trina Meloche
Practice Specialist, Professional Practice  Amy Beggs
Receptionist & Associate, Corporate Services  TBD
Specialist, Communication & IT, Corporate Services  Temeka Tadesse

1867 Yonge Street, Suite 810, Toronto, ON M4S 1Y5
Phone: (416) 489-2626
Toll Free: (800) 465-1933
Fax: (416) 489-2625
E-mail: cmto@cmto.com
Web Site: www.cmto.com