



College of Massage Therapists of Ontario

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Discipline Hearing Summary

Chunrong Liao (Maple, ON)

May 10, 2019

Decision

On May 10, 2019, the Discipline Committee found that Ms. Liao, a Registered Massage Therapist (RMT), committed acts of professional misconduct in that she:

1. contravened a Standard of Practice of the profession or a published standard of the College, or failed to maintain the Standard of Practice of the profession;
2. failed to keep records as required;
3. falsified a record relating to her practice;
4. signed or issued, in her professional capacity, a document that she knew contained a false or misleading statement; and
5. engaged in conduct or performed an act relevant to the practice of the profession that, having regard to all the circumstance, would reasonably be regarded by registrants as disgraceful, dishonourable or unprofessional.

Penalty Order and Cost Award

The Discipline Committee's order included the following:

1. Ms. Liao is required to appear before a Panel of the Discipline Committee immediately following the hearing of this matter to be reprimanded, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College.
2. The Registrar is directed to suspend Ms. Liao's Certificate of Registration for a period of three (3) months, effective immediately.
3. The Registrar is directed to impose the following terms, conditions or limitations on Ms. Liao's Certificate of Registration:
 - a. Within six (6) months of the date of the Discipline Hearing, Ms. Liao must provide proof, acceptable to the Registrar, of successful completion of the College's

Recordkeeping course, which is to be taken at her own expense;

- b. Within six (6) months of the date of the Discipline Hearing, Ms. Liao must provide proof, acceptable to the Registrar, of successful completion of the College's Professionalism Workshop, which is to be taken at her own expense;
 - c. Within six (6) months of the date of the Discipline Hearing, Ms. Liao must provide proof, acceptable to the Registrar, of successful completion of the College's Standards and Regulations Workshop, which is to be taken at her own expense; and,
 - d. Within one (1) year of Ms. Liao's return to practice, after her suspension described in paragraph 2 above, she must undergo one (1) practice inspection relating to her recordkeeping and billing practice conducted by a College appointed inspector, at her own expense. The cost the inspection shall not exceed \$500.00.
4. Ms. Liao is required to pay the College costs in the amount of \$2,000.00 within two (2) years of the date of the Discipline Hearing.

The complete Decision and Reasons are available online on the Canadian Legal Information Institute (CanLII) [website](#).

Reprimand Delivered to Ms. Liao:

The following reprimand was delivered by a Panel of the Discipline Committee:

Ms. Liao, the panel would like to acknowledge the respect you've shown for this process and for your presence here today.

The panel finds your conduct is simply unacceptable for a regulated health professional. You were reckless in safeguarding your registration number and leaving blank pre-signed receipts around your workplace and thereby allowing receipts to be issued for a service you did not provide. This put those clients at risk by receiving a treatment from someone who was not a registered massage therapist. Actions such as yours undermine the public's confidence in this profession and jeopardize our relationship with insurers. Fraudulent activities such as this, erodes both the public's trust and confidence in this profession.

This Panel would like to remind you that being a Registered Massage Therapist is a privilege and not a right. It is our expectation that you will learn from this experience and from your ordered course work, and that when you return to practice, you will commit yourself to upholding the highest ethical standards.